



Name of Policy: **Complaints Policy**

Date approved: September 2022

Date for Review: August 2024

Aim

- To foster a good working relationship between the School and parents in that it is understood that the viewpoints of parents are respected by the School.
- To ensure that the parents' right of complaint is recognized as legitimate.

Rationale

The School believes in the importance of working together with parents/guardians in the best interests of their children. This includes providing an avenue for parents with concerns to have their complaints addressed speedily and fairly.

COMPLAINTS POLICY

- 1) In the first instance, complaints should be made in writing on the Engage platform to the relevant teacher.
- 2) The parent's message will be acknowledged in writing through the Engage platform within one working day. The teacher will immediately investigate the complaint and respond appropriately. This may be in the form of written communication on Engage or a telephone call or an arranged meeting, depending on the nature of the concern.
- 3) If the complaint remains unresolved, the teacher will advise the parent of their right of complaint to the teacher's line manager. In this event, the same response protocol as in point 2 (above) will be observed.

- 4) If the complaint still remains unresolved, the line manager will escalate the matter to the Departmental (Primary or Secondary) Principal.
- 5) In the event that the concern remains unresolved at this level, the parent will be directed to the Whole School Principal. In the event that the Whole School Principal judges that a decision needs to be made at Board level, he will expedite such action. (The Principal will always consult the Managing Director/Board Member on very serious matters.)
- 6) The final level is the Managing Director. Parents/Guardians should have the right of appeal to the School Board if they believe that their complaint is not dealt with appropriately.

IMPORTANT

For day-to-day matters, if a complaint is made to a higher authority without having first been brought to the attention of the teacher, the matter will be referred to the teacher for action.

In the event of an urgent complaint about the immediate emotional or physical wellbeing of a child, the matter may be brought directly to the Departmental Principal or Whole School Principal, whichever is the most appropriate course in the circumstances.