



TWYCROSS HOUSE PRE-PREPARATORY SCHOOL

The Hollies

COMPLAINTS PROCEDURES

We aim to provide a happy safe environment where children can thrive not only with their education but socially.

All complaints received will be recorded. The school registers, in a separate book, any incidents which occur during the school day involving the children.

We are obliged as a school to investigate all complaints fairly. The main priority is to resolve the matter quickly and calmly. It is likely that a problem will become more difficult to solve as more people become involved.

Before making a complaint please check the details of the cause of your concern with Mr and/or Mrs Assinder or your child's class teacher. This can often resolve the problem.

(This policy complies with Section 7 of Independent School Standards.)

Manner in which complaints are handled:

What you can expect.

- a) Polite, helpful staff.
- b) All complaints will be dealt with in confidence.
- c) You may withdraw your complaint at any time.
- d) When a complaint is filed an appointment will be made to discuss the problem with Mrs Assinder and/or the class teacher on an informal basis.
- e) If under exceptional circumstances your complaint cannot be resolved and you are not satisfied with the result you should write to Mr and Mrs Assinder stating that you are making a formal complaint, providing all relevant information.
- f) You will receive an acknowledgement to your written complaint within four school days.
- g) Thereafter, within seven working days, provision will be made for a formal meeting before a panel appointed by Mr and Mrs Assinder consisting of at least three people who were not directly involved with the matters detailed in the complaint, with one person independent of the management. This panel may make findings and recommendations which will be available for inspection on the school premises.
- h) Parents are invited to attend the formal meeting and be accompanied at the panel hearing if they wish.
- i) A written record will be kept of all complaints that are made and;
 - a. whether they are resolved following a formal procedure or proceed to a panel hearing; and
 - b. action take by the school as a result of those complaints (regardless of whether they are upheld); and
 - c. provides that correspondence, statements and records relating to individual complaints are to be kept confidential except where the Secretary of State or a body conducting an inspection under section 109 of the 2008 Act requests access to them.
- j) You will be informed in writing or asked (within seven working days) to attend another appointment to discuss the outcome.

Complaints made against a member of Staff.

- k) Please make an appointment with Mr and/or Mrs Assinder who will discuss and investigate your complaint.
- l) You will be informed if any disciplinary action is to be taken.

If you are uncertain how to present your concerns please ask to see Mrs Bryan for advice.