

Formal Complaints procedure

Stage 1: Written Complaint

- Parents submit the complaint **in writing** to the **director**. The complaint should include:
 - Details of the concern.
 - Any actions taken to date.
 - Desired resolution, if any.
- The complaint will be acknowledged in **5 working days**.
- A thorough investigation will be conducted, and a formal written response will be provided within **10 working days**.

Stage 2: Panel Hearing

If parents are not satisfied with the response to the written complaint, they may request a hearing.

- **Requesting a Hearing:**
 - Parents submit a written request to the **directors**, who will convene a **complaints panel** within **15 working days**.
- **Panel Composition:**
 - At least **three members**, including one **independent of the school**, who have not been directly involved in the matter.
- **Hearing Process:**
 - Parents may **attend the hearing** and be **accompanied** by a person of their choice.
 - The panel will review the complaint and provide a written decision, including any recommendations, within **5 working days** of the hearing.

4. Record Keeping

- A written record of all complaints, including their outcomes, is maintained securely.
- Records include details of any panel hearings and actions taken.

5. Availability

- This procedure is available on the school's **website** and provided to parents upon admission.
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6. Review

The Complaints Procedure is reviewed annually to ensure compliance and effectiveness.

