

The Aquila Way

A Guide to- **Concerns and complaints- a guide for families**

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At The Aquila School we value working closely with families to ensure every child is safe and happy at school and that they are making as much progress as possible with their learning.

It is important to understand the difference between a concern and a complaint.

A 'concern' may be defined as 'an expression of worry or doubt over an issue considered to be important for which reassurances are sought'. A complaint may be generally defined as 'an expression of dissatisfaction however made, about actions taken or a lack of action'.

The vast majority of issues raised in school are concerns and these can nearly always be dealt with informally between the relevant staff, family and children!

The class teachers take responsibility for the children in their care and all issues should be raised initially with the class teacher or the specific subject teacher such as PE, Islamic or Arabic.

Our teachers are available for a quick word at the start and end of the day for a quick word and will reply to emails within one working day. By being readily available we hope to be able to work together to deal with any concerns as quickly as possible. If more time is needed a time for a meeting can be arranged by mutual agreement. As teaching and learning is the core of our work teachers cannot discuss any issue with families during lesson time.

If after talking to the class teacher there is still a concern, families can raise this in writing with the leadership of the school- initially this is the relative assistant head or head of year / subject - then the head or primary or head of secondary and finally the principal. The leadership of the school will meet with you if necessary within three working days and will investigate any concerns you have and respond within five working days of the meeting.

If you are still unhappy with the outcome, the family should contact a representative of the owners of the school - ISP - via the Principal. This could then lead to a panel meeting with at three members who have not been involved in the matters detailed in the complaint. At least one member of the panel would be independent from the running of the school - usually a representative from ISP - if not a member of the governing body. Parents are welcome to bring someone to accompany them to such a hearing if they wish. After a panel meeting the panel's findings and recommendations will be shared in writing to the complainant and - where relevant - to the person complained about, proprietor and Principal.

Information about complaints are kept confidential unless required to be shared by external bodies.

In addition to the school base the local regulatory body has a complaints procedure that can be followed.