

## Complaints Policy

### Introduction

This procedure details how the school ensures concerns or complaints are communicated, documented and resolved as best possible within the school. This procedure aligns to the KHDA Parent-School Contract and supplements the SVS Health, Safety and Welfare Policy.

### Process Overview

South View School works very hard to build positive relationships with all parents. Our aim is to deal with issues and problems before they become a “concern” or “complaint”. However, there is a clear protocol to follow, if necessary. The steps to follow and their outcome are outlined in this document.

If any parent is unhappy with any aspect of the school, be it their child’s education or concerns relating to the school, they are encouraged to talk to their child’s class teacher immediately. The class teacher can immediately address the concern and reassure the parent or work with the parent to devise steps to take to address the concern. All concerns and complaints will always be taken seriously and due consideration given to a mutually agreeable resolution.

The school promises to be fair, open and honest when dealing with any concern or complaint and to deal with them as swiftly as possible. Our focus is on our children and what is best for them.

The following diagram details the “Concerns and Complaints” Process.

STAGES	ACADEMIC	FINANCIAL	Staff	ADMINISTRATIVE
1.) Informal expression of concern – Discuss and resolve within 5 school days	Discuss with class teacher. If possible, resolve.	Discuss with Accounts Representative, if possible resolve	Discuss with your leader colleague for advice to resolve.	Discuss with Facility Manager / Admission Manager, depending on the nature and if possible resolve
2.) Informal communication of concern – Investigate and resolve within 5 school days	Class Teacher and Year Group Leader to review and make appointment.	Accounts to respond to parent and make an appointment to discuss, if necessary	Discuss with member of SLT for advice to resolve.	Facility Manager / Admission Manager to manage. Works with appropriate staff member for resolution
3.) Formal Complaint – Upon receipt, investigation and response within 10 school days	Complaint to be documented by Parent/Submitter and received within 5 days of Year Group Leaders feedback  Complaint to be investigated by Headteacher /Principal  Communication and/or Meetings	Complaint to be documented by Parent/Submitted and received within 5 days after any discussion with Accounts  Complaint to be investigated by Account Manager  Communication and/or Meetings scheduled with	Complaint to be documented with Principal and action taken and monitored	Complaint to be documented by Parent/Submitted and received by Facility Manager / Admission Manager within 5 days after any discussion with staff  Complaint to be investigated by Head of Operations

	<p>scheduled with Parent/Submitted</p> <p>Response and decision communicated to all affected parties</p>	<p>Parent/Submitted</p> <p>Response and decision communicated to all affected parties</p>		<p>/Principal</p> <p>Communication and/or Meetings scheduled with Parent/Submitted</p> <p>Response and decision communicated to all affected parties</p>
<p>4.) Board of Governors Upon receipt, investigation and response within 10 school days</p>	<p>If the complaint is not resolved by previous stages, Submitter may escalate the complaint to the Board of Governors</p> <p>Submitter writes official letter to the Board of Governors</p> <p>Independent committee assigned to investigate (Teacher, Parent, School Leader, Board Member)</p> <p>Communication and/or Meetings scheduled with Submitter</p> <p>Report written and communicated to Principal and Submitter</p>	<p>If the complaint is not resolved by previous stages, Submitter may escalate the complaint to the Board of Governors</p> <p>Submitter writes official letter to the Board of Governors</p> <p>Independent committee assigned to investigate (Parent, School Leader, Board Member)</p> <p>Communication and/or Meetings scheduled with Submitter</p> <p>Report written and communicated to Principal and Submitter</p>	<p>If the complaint is not resolved by previous stages, Submitter may escalate the complaint to the Board of Governors</p> <p>Submitter writes official letter to the Board of Governors</p> <p>Independent committee assigned to investigate (Staff, School Leader, Board Member)</p>	<p>If the complaint is not resolved by previous stages, Submitter may escalate the complaint to the Board of Governors</p> <p>Submitter writes official letter to the Board of Governors</p> <p>Independent committee assigned to investigate (Teacher, Parent, School Leader, Board Member)</p> <p>Communication and/or Meetings scheduled with Submitter</p> <p>Report written and communicated to Principal and Submitter</p>
<p>5.) KHDA submission</p>	<p>Parent / Submitter contacts the Compliance and Resolution Commission</p>	<p>Parent / Submitter contacts the Compliance and Resolution Commission</p>		<p>Parent / Submitter contacts the Compliance and Resolution Commission</p>

## Tools to Use

Email will be used primary communication tool and will be used to track communications.

If a face-to-face meeting occurs, an action plan will be created and managed to closure.

Formal complaints will be detailed in a Complaints Form (submitted documents/emails included) and tracked in the Complaints Log.

Parent/Submitter to submit an official letter of complaint when escalating to the Board of Governors



## **Communication**

Communication via Email, telephone calls and face-to-face meeting until resolution.

## **Metrics and Process Verification**

### **Measurements**

Complaints Log will be maintained.

### **Reporting**

Documented Complaints will be managed to closure.

## **Process Change Control**

This process will be reviewed at least once a year. Updates to this process will be at a minimum reviewed and approved by the Headteacher and Principal.