



## Parents' Complaints Procedure

### 1 Introduction

- 1.1 We strive to provide a good education for all our children. The Principal and staff work very hard to build positive relationships with all parents and carers. It is important that the school has procedures in place through which parents and carers can exercise their right to complain about aspects of the school's policy or practice, if they have concerns which have not been resolved through the normal channels of communication. This policy sets out the procedures which the school follows in such cases.
- 1.2 If any parents or carers are unhappy with the education that their child is receiving, or have any concerns relating to the school, we encourage them to talk to the child's class teacher immediately. We always seek to resolve any concerns as quickly as possible, in the best interests of the child. In the vast majority of such cases, issues can be resolved to the satisfaction of parents and carers without recourse to formal procedures.
- 1.3 All parents and carers have the right, as a last resort, to appeal to the Principal and thereafter to Orbital Education.

### 2 Aims and objectives

- 2.1 Our school aims to be fair, open and honest when dealing with any complaint. We give careful consideration to all concerns and complaints, and deal with them as swiftly as possible. We aim to resolve any complaint through dialogue and mutual understanding. In all cases, we put the interests of the child above all else. We will provide sufficient opportunity for any complaint to be fully discussed, and then resolved.
- 2.2 The aims of this policy are to:
  - assure all parents that we will consider all concerns and complaints seriously.
  - set out how we will manage the complaints process.
  - make clear the roles and responsibilities of staff in responding to any complaints.
  - provide information to parents and carers if they wish to make a complaint.

### 3 The Complaints Process

#### Stage 1 – the 'informal' process

- 3.1 If a parent is concerned about anything to do with the education that we are providing at our school, they should, in the first instance, discuss the matter with their child's class teacher. In our experience, most matters of concern can be resolved positively in this way. All teachers work very hard to ensure that each child is happy at school and is making good progress; they naturally want to know if there is a problem, so that they can take action before it seriously affects the child's progress.



- 3.2 Where parents or carers feel that a situation has not been resolved through contact with the class teacher, or that their concern is of a sufficiently serious nature, they should make an appointment to discuss it with the Principal.

The Principal considers any such complaint very seriously and investigates each case thoroughly. The Principal will record, in writing, the details of the complaint and the outcome in a centrally kept document.

*Most complaints are normally resolved by this stage (Stage 1).*

- 3.3 Members of Orbital who are approached informally by a parent or carer with a complaint about the school will always refer the parent back to the Principal or an appropriate member of the school staff.

Only when all steps at stage 1 have been followed and the parent remains dissatisfied should the complaint be taken forward to Orbital.

Should any parents or carers have a complaint about the Principal, which cannot be resolved through discussion with him/her, then it would be appropriate to contact Orbital directly.

#### Stage 2 – the 'formal' process

- 3.4 If an informal complaint fails to resolve the matter after all steps at stage 1 have been followed, a formal complaint may be made to Orbital Education.

This must be made in writing to Jonathan Dey, Regional Head of Schools, stating the nature of the complaint, and how the school has handled it so far.

- 3.5 Orbital will consider all written complaints within three weeks of receipt.

- 3.6 A nominated representative of Orbital will investigate the issue to ensure that stage 1 of the process has been followed and that the school has responded properly to the complaint at the informal stage.

- 3.7 This representative will arrange a meeting to discuss the complaint, and will invite the person making it to attend the meeting at a mutually agreeable time given the country distances, so that s/he can explain the complaint in more detail.

The representative will give the complainant at least seven days' notice of the meeting, and the opportunity to submit further information in writing if they so wish.

The parent or carer may take a friend, representative or interpreter with them to the meeting if they so wish.

After hearing the complaint and considering all the evidence, the Orbital representative may ask questions to clarify any issues. They will also hear from the Principal who will present the school's position and the representative will question him/her about this.

The Orbital representative will then consider their decision, in consultation with the full Board of Orbital Education as appropriate, and inform the parent and the school about it in writing.



*Orbital Education will do all they can at this stage (Stage 2) to resolve the complaint to the parent's satisfaction.*

#### 4 Monitoring and review

- 4.1 Orbital Education monitor the school's complaints procedure, to ensure that all complaints are handled properly. The Principal logs all complaints received by the school, and records how they were resolved. Orbital representatives examine this log on an annual basis.
- 4.2 Orbital takes into account any local or national decisions that affect the complaints process and make any modifications necessary to this policy.
- 4.3 This policy is made available to all parents and carers, so that they can be properly informed about the complaints process.
- 4.4 This policy will be reviewed every three years or sooner if necessary.

Policy reviewed September 2022 by Alison Colwell

Policy review date August 2023 (or earlier)