COMPLAINTS PROCEDURE

Introduction

The aim of this policy is to ensure that concerns or complaints are handled fairly.

This procedure is applicable to complaints from parents, applicants for admission and members of the local community to the school.

Informal Stage

Every effort should be made to resolve a concern or complaint informally with the relevant member of the school staff before proceeding to the formal procedure detailed below. The “relevant” member of the school staff will depend upon the nature of the concern or complaint and the organisation of the particular school.

A complaint should be sent directly to:

1. The Class Teacher in Primary or Secondary Form tutor/Subject Teacher – if the complaint is related to teaching and the classroom. Most matters of concern can be dealt with in this way. All teachers work very hard to ensure that each student is happy at school and making good progress; they always want to know if there is a problem, so that they can take action before the problem seriously affects the student’s learning.

2. The Head Teacher for the Primary School for Primary issues or the Principal for Secondary issues – only if communication has been established with the Class teacher/secondary Subject Teacher and a resolution is not satisfactorily reached.

4. The Principal – if communication has been established with the Class Teacher/Secondary Subject Teacher and Headteacher for the Primary School - and a resolution is not satisfactorily reached.

5. The Bursar – if the complaint is related to non-academic matters.

6. The Director of Education – if communication has been established with the above (No. 2 to 5) and resolution is not satisfactorily reached.

If informal methods do not succeed and there remains dissatisfaction with the outcome or response then the procedure below should be followed.

Making a Formal Complaint

Complaints must be made in writing. If the complaint is in the form of a letter it must be signed and if made by e-mail then the person making the complaint must be clearly identified. Anonymous complaints will not be considered.
In making a complaint please include:

- The facts on which the complaint is based
- How you have attempted to deal with the complaint informally
- Your name and contact details.

Your letter or e-mail of complaint should be addressed to the Principal. A complaint against the Principal should be made to the Director of Education, Tenby Schools.

**Dealing with a Complaint**

Receipt of a complaint will be acknowledged within 7 days.

The complaint will be investigated by a member of the school or corporate staff who is independent of those involved in the complaint and who will:

- Provide a copy of the complaint to the person who is the subject of the complaint.
- Investigate the complaint fully, ensuring all relevant facts are taken into consideration.
- Provide an opportunity for meeting with the person making the complaint.
- Respond to the complaint within 25 school days of the receipt of the complaint.

Within 30 days of the response to the complaint, the person making the complaint will have the opportunity of indicating whether he or she is satisfied or dissatisfied with the response and in the latter case the reasons for this.

If the complainant is dissatisfied and the reasons are judged reasonable then the matter may be considered further, however The Director of Education has the right to inform the complainant that the complaints procedure has been exhausted and that the matter is then closed.