

PEASLAKE FREE SCHOOL
POLICY DOCUMENT

Policy Number: 19

Complaints

In the first instance any complaint should be considered on an informal basis as outlined in the School prospectus.

The parent(s) should raise the matter with the Headteacher who will discuss it with them promptly and attempt to resolve it amicably and fairly.

Should the parent(s) remain dissatisfied he/she should write to the school formally stating the complaint.

If they then wish for the matter to go further, the Chairman of the Trustees will appoint a panel of at least three, none of whom were directly involved in the previous consideration of the complaint.

The Chairman must ensure that one of the panel members will be independent of the school.

The panel will be convened within 28 days of the receipt of the original complaint or as soon as practicable.

The complainant (parents) will be invited to attend and may be accompanied by a friend.

The panel will consider the matter before it and make a note of their findings and recommendations.

Subsequently, a copy of the findings and recommendations will be given to the complainants, the Headteacher and, where relevant, the person(s) complained about.

The school will keep written records of all complaints received whether they are resolved informally or through the above procedures which will be kept confidential.

Notes

1. Copies of this policy to be kept by the Headteacher and made available to any complainant on request.
2. This policy complies with the National Standards required of Independent Registered Schools (September 2003)

Signed:
Date: 18.3.19