



PARK HILL SCHOOL

CONCERNS & COMPLAINTS POLICY

Introduction

At Park Hill we believe that our school provides a good education for all the children in our care. The Principal, Headmistress and staff work very hard to build positive relationships with all pupils and parents. However, the school is obliged to have a procedure in place in the event of a complaint by parents. This policy sets out that procedure.

If at any time a parent feels at all unhappy with any aspect of school life we encourage him/her to talk to the child's class teacher immediately.

In the event that the matter is not resolved by discussion between the teacher and parent, the issue will be referred to the Principal or Headmistress by the teacher and/or the parent.

In exceptional circumstances, the issue may be referred to an outside panel consisting of three of the following people:

- Rev. Mandy Beck, St. John's, Kingston Vale
- Rev. Simon Coupland, Rector, St. Paul's Church
- Mr. Robin Metters, Headmaster, Canbury School
- Mr. David Plummer, Headmaster, Notre Dame Prep School
- Dr. Gabriel Steer, Galsworthy Road, Kingston upon Thames
- Mr. Neil Blumson, Workforce Development Officer, Early Years & Childcare Services, RBK

Aims & Objectives

We aim to be fair, open and honest when dealing with any complaint; to give careful consideration to all complaints and deal with them as swiftly as possible. Furthermore, we endeavour to resolve any complaint through dialogue and mutual understanding. In all cases, we put the interest of the child above all other issues and provide sufficient opportunity for any complaint to be fully discussed and then resolved.

The Complaints Process

If a parent is at all concerned about anything to do with his/her child's education or well being at Park Hill, he/she should, in the first instance, discuss the matter with his/her child's class teacher. In our experience, most matters of concern can be resolved in this way. All members of staff at Park Hill work very hard to ensure that every child is happy at school and progressing well. Teachers always want to be made aware of any concern parents may have, in order that action can be taken as soon as possible.

Where a parent feels that a situation has not been resolved through contact with the class teacher, or that their concern is of a sufficiently serious nature, she/he should

make an appointment to discuss it with the Headmistress, Mrs Emma Carroll. The Headmistress, will consider any complaint very seriously and investigate each case thoroughly. Most complaints are normally resolved at this stage. If a parent has a complaint about the Headmistress, he/she should approach to the Principal, Marie Christie.

- If the Principal does not resolve the issue to the parent's satisfaction, she may refer it to a panel of three of the people listed.
- Both parties to the complaint may refer any matter to their own legal council.

Timescales

Wherever possible, issues raised with either class or specialist teachers will be responded to within five working days. When appointments are required, the teacher will make every effort to be available, also within five working days. A summary of any meeting is to be recorded by the teacher within 24 hours. Written complaints are to have a written reply within five working days of the meeting.

A written complaint to either the Principal or Headmistress will be acknowledged within two working days. If a meeting is required, then whenever possible, dates within five working days will be offered with the acknowledgement. Findings should be put in writing within five working days of any meeting or if more time is required, e.g. where legal opinion is sought, a letter should be sent to advise that a full answer will follow within two working weeks.

Any concern or complaint not resolved as above should be forwarded to the panel, together with a copy to the Principal and/or Headmistress. The complainer may attend the panel meeting (accompanied if they wish). The findings of the panel will be shared with the complainant.

Monitoring and Review

The Principal monitors the concerns and complaints procedure, in order to ensure that any complaint is handled properly. The Headmistress logs any concern or complaint received by the school and records the way in which it is resolved.

**Confidentiality and procedure will be observed in accordance with
The Education (Independent School Standards) (England) Regulations 2003**