

Policy: Complaints 1 -STATEMENT, POLICY and PROCEDURE

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Mission Statement

At Abbey School our aim is to teach to inspire, motivate and nurture the next generation of creative and critical thinkers. We work in partnership with parents and the community to achieve the highest standards. Our main goal is to encourage our children to be resilient, respectful, responsible independent learners, equipped for lifelong learning. Through stimulating, safe learning environments and excellent opportunities to succeed in and out of the classroom, we encourage children’s progress and achievements.

Our Core Values

RESPECT, RESPONSIBILITY, RESILIENCE

These 3 core values underpin the ethos of Abbey School. Our young pupils are encouraged to understand these values and how they develop, initially, at the micro level around themselves, their friendships, their families and our school. Later, our older pupils begin to understand how these self-same values affect our lives on the macro level, with all this means for their lives as they grow into adults and their environment of Devon, the United Kingdom, and also the planet in which we live.

COMPLAINTS STATEMENT

We feel it is important for parents of our children to get to know the staff members as quickly as possible. In this way barriers between parents and carers can be overcome. We are all aware that your child is the most precious part of your life, and we feel privileged to be chosen as their teachers and carers.

When things do go wrong, and they will from time to time, we have a tried and tested system through which we resolve problems. The vast majority of any concern you will ever have while your child is in our School will no doubt be resolved by a simple and quiet word with the class teacher, or the teacher concerned. The following steps offer guidance should you ever require it.

COMPLAINTS POLICY

- The Abbey School and Nursery seeks to find ways of continually improving its educational provision for pupils. We welcome comments, both positive and negative, and view them as valuable information, which can help us to maintain and improve standards.
- Our definition of a complaint is an expression of dissatisfaction with the education provided by the Abbey School, which a person is prepared to address in writing, but may be initiated in person or by telephone.
- Your complaint is initially addressed verbally to the main teacher or carer of your child and the procedure itemised below will most likely afford satisfaction.
- You may prefer to telephone the School Administrator first; however, should the complaint be out of the Administrator's remit, she will arrange for you to speak to the staff member directly concerned.
- Following this intervention, should the problem remain unresolved, it will be referred to a member of the Senior Leadership Team such as the Designated Safeguarding Lead or Headteacher
- All complaints will be recorded and investigated on an individual basis. All such records will be kept confidential.
- Any trends identified will be addressed so that corrective action may be taken to improve standards and lead to improved provision.

COMPLAINTS PROCEDURE

Step 1 - When you feel uncomfortable about your child's wellbeing, no matter what the concern, please approach the teacher involved / class teacher / main carer and air your concern. Do not delay.

We will listen carefully to what you have to say and try to resolve your problem informally and quickly, and where possible within two working days.

Written records are made of all complaints

A record will be made of how and when a complaint is resolved

All records and any correspondence pertaining to them, are kept confidential

Step 2 - If you consider your concern has not been resolved by the process outlined in Step 1 above, please approach a member of the Senior Leadership Team (Designated Safeguarding Lead or Headteacher). A note will be taken of your concerns, the matter will be investigated, and you will receive a response to your concerns indicating how we intend to address the issues you have raised. This process may take up to one school week as frequently the Assistant Head will need to gather and verify information in addition to carrying out a normal working day.

Should you not wish to meet a member of the Senior Leadership Team they will be happy to receive your written complaint. Where appropriate, within one week of approaching a member of the Senior Leadership Team or putting your complaint in writing to them, you will receive a written response outlining your concern and the steps we have taken and will take in the future, to address the issues you have raised.

It is the Principal's policy to remain separate from the preliminary complaints procedure and to deal only with incidents that have been unsuccessfully resolved by other members of staff.

Step 3 - If you consider your concern has not been resolved by the process outlined in Steps 1 and 2 above, then Mrs Greinig will be pleased to meet you.

Step 4 - Unresolved Complaints Procedure

Where a complaint remains unresolved following Step 3 of the Complaints Procedure above, a panel will be appointed to hear the complaint, consisting of three people, one of whom will be independent of the management of the school.

The name telephone number and address of Ofsted is available to parents who require this.

This policy will be reviewed annually.