

Reviewed February 2024

## COMPLAINTS POLICY

### Introduction

The policy is available to parents and carers and is on the school website.

We, the Comité de Gestion members, believe that our school provides a good education for all our children, and that the Head and other staff work very hard to build positive relationships with all parents. However, the school is obliged to have procedures in place in case there are complaints by parents. The following policy sets out the procedure that the school follows in such cases.

If any parent is unhappy with the education that their child is receiving, or has any concern relating to the school, we encourage that person to talk to the child's class teacher immediately. We deal with all complaints in accordance with procedures set out by the DfE. If the school cannot resolve any complaint itself, those concerned can ask the DfE to intervene.

All parents have the right, as a last resort, to appeal to the Secretary of State for Education, if they still feel that their complaint has not been properly addressed.

### Aims and objectives

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

### The complaints process Informal complaint

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. Most matters of concern can be dealt with in this way. All teachers work very hard to ensure that each child is happy at school and is 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 child's progress. 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, they should make an appointment to discuss it with the Head. The Head considers any such complaint very seriously and investigates each case thoroughly. Most complaints are normally resolved at this stage within one week maximum. Should a parent have a complaint about the Head, s/he should first make an informal approach to one of the members of the Comité de Gestion, who is obliged to investigate it. The member of the Comité de Gestion in question will do all s/he can to resolve the issue through a dialogue with the school, but if a parent is unhappy with the outcome, s/he can make a formal complaint, as outlined below. List of members of the Comité de Gestion can be obtained on the school website.

## Formal complaint

Only if an informal complaint fails to resolve the matter should a formal complaint be made to the Comité de Gestion. This complaint must be made in writing, stating the nature of the complaint and how the school has handled it so far.

The Comité de Gestion uses its best endeavours to consider all written complaints within three weeks of receipt. It arranges a meeting to discuss the complaint, and invites the person making it to attend the meeting, so that s/he can explain her complaint in more detail. The school gives the complainant at least three days' notice of the meeting. The Comité de Gestion will decide who will be part of the meeting, in all cases there will be at least 3 people who were not directly involved in previous consideration of the complaint, one person from outside the Comité de Gestion and who is independent of the management and running of the school and the Head if possible. Parents may be accompanied by an independent observer, if they wish, providing they give adequate notice.

After hearing all the facts, the parents if they had decided to be present will leave the meeting and the remaining people involved will decide on how to proceed. A decision on how to dispose of the complaint will be taken by those present at the meeting and may be taken immediately or deferred for further investigation or discussion by the Comité de Gestion. A copy of any findings and recommendations made by the panel will be provided to the complainant and, where relevant, the person complained about. The parents will be informed of the decision in writing within 2 weeks.

All documents relating to the complaint (mail, minutes, summary of meetings etc) will be filed as a written record and kept in a strictly confidential manner. It will be available for inspection on the school premises. It will be recorded as to whether the complaint was resolved following a formal procedure, or proceeded to a panel hearing and the action taken by the school to resolve it. All correspondence, statements and records relating to individual complaints are to be kept confidential except where the Secretary of State or a body conducting an inspection under section 109 of the 2008 Act requests access to them.

The Comité de Gestion, the Head, the party raising the complaint and all parties involved in the complaint will be copied in all documents by electronic mail or otherwise. These documents will remain on the premises where they will be available for inspection by the Chairman and the Head.

## Monitoring and review

The Comité de Gestion monitors the complaints procedure, in order to ensure that all complaints are handled properly. The Head logs all complaints received by the school and records how they were resolved. The Comité de Gestion examines this log on an annual basis at board meeting. The Comité de Gestion takes into account any local or national decisions that affect the complaints process, and makes any modifications necessary to this policy. This policy is made available to all parents, so that they can be properly informed about the complaints process.

## General

This complaints procedure is not intended to extend or alter the contractual or other legal rights that exist between the school and parents, guardians or pupils. The contents of this document are statements of intent made in good faith, but are not intended to be legally enforceable.

There has been no formal complaint during the last 2023-2024 Academic Year.