

Complaint Procedures Policy

Policy Name	Complaint Procedures
Stakeholder	All
Policy Directory Reference	Grammar School
Policy Lead	Ms. Soumya Vishakh
Role	HR Officer
Approval	May 2026
Reviewed by	Mr. Benjamin Barry
Role	Principal
Review Date	November 2026

Mission Statement

Grammar school believe that every child matters and that learning should be fun, innovative, purposeful and challenging.

School's Mission

We are committed to delivering innovative and inspirational teaching that develops confident learners by:

- *Encouraging students to take ownership of their learning.*
- *Developing teaching strategies that are innovative, engaging and fun.*
- *Preparing our students for the challenges ahead and make them ready for life as global citizens.*
- *Enabling our students to become critical, independent thinkers who embrace lifelong learning.*
- *Ensuring that equal opportunity exists to empower our students to achieve their personal best.*
- *Promoting a positive and respectful partnership with students, teachers, parents and the wider community.*
- *Working closely with the school owners and Board of Governors to ensure resources are available to support teaching and learning.*

1. Introduction

Grammar School welcomes suggestions and comments from parents and takes very seriously any complaints and concerns that they may arise. We encourage parents to bring these to our attention as early as possible in order that we have the opportunity to rectify a problem or explain the school's position before a concern becomes more serious. A complaint will be treated as an expression of genuine dissatisfaction, to which we will respond.

We will ensure that:

- Parents who wish to make a complaint know how to do so
- We respond to complaints within a reasonable time and in a courteous and efficient way
- Parents realise that we will listen and take all complaints seriously
- We take appropriate action where necessary.

2. Making a complaint

Parents who have any concerns or complaints should normally raise these in the first instance with their child's Class Teacher / Form Tutor by letter, email, telephone or by verbally requesting a meeting. If the parent is not satisfied with the response of the Class Teacher / Form Tutor or feel that the matter is sufficiently sensitive or serious, they could contact the Key Stage Leader who will then be able to liaise with relevant staff, put the parent in contact with the appropriate member of the Senior Management Team or refer the parent directly to the Head of School.

Parents may feel that they should contact the Head of School directly, especially on a matter of great importance or sensitivity, however, matters usually have to be referred back to the Key Stage Leader therefore, it is best to seek his/her advice in the first instance.

Parents can also write directly to the Principal if the matter is of serious concern although the issue would still have to be referred back to and discussed with appropriate members of the School Management Team.

Complaints can be raised via:

- Email to relevant staff (Class Teacher, KS Leader, Head of School).
- Written letters submitted at Reception.
- Phone calls via the school's main office line.
- Scheduled face-to-face meetings.

3. Next Steps

If a parent raises an issue face to face or by telephone or email, it will hopefully be possible to resolve the matter immediately and to their satisfaction. If the parent has made a complaint or suggestion in writing, they will receive a response within two working days, acknowledging their contact and explaining how they/the school propose to proceed. In many circumstances, the person contacted may need to discuss the issue with one or more colleagues and consider further before a response can be made. The parent will be given a date by which they will receive a further response. If a detailed explanation of the issues is needed, a letter or report will be sent to the parent as quickly as possible informing them of the outcome of their complaint and will explain any action taken or proposed. Alternatively, the parent may be invited to a meeting at the school. The Principal's PA will keep a written record of all significant parental complaints and their outcome.

4. Confidentiality

Parental complaints or concerns will be treated in a confidential manner and with respect. Knowledge of the complaint or concern will be limited to the Head of School and those directly involved. It is the school's policy that complaints made by parents will not rebound adversely on their children in any way. We cannot, however, entirely rule out the need to make relevant third parties outside the school aware of the complaint and the identity of those involved. This would only be likely to happen where, for example, a child's safety was at risk or it became necessary to refer matters to the police. Before this happens, the parent making the complaint would be fully informed.

5. Anonymous complaints

Anonymous complaints will not be pursued.

6. Staff disciplinary procedures

Any action taken under staff disciplinary procedures, following parental complaints would normally be handled confidentially within the school. Parents would be informed that appropriate action had been taken.

7. What happens if a parent is dissatisfied with the outcome?

We will endeavor to ensure that all parents feel satisfied with the outcome and feel that their concerns have been fully addressed. If a parent is dissatisfied with the outcome then they should take the following action:

- At Key Stage Leader level, contact the relevant Head of School
- At Head of School level, refer the matter to the Principal
- At Principal level, write directly to Athena Head Office through HR.

8. Philosophy

Grammar School recognises and acknowledges the parental entitlement to complain or air a grievance and will endeavor to work with parents in the best interest of the pupils in our care. The culture of the School is open and complaints are received in a positive manner. We want to encourage parental views and ideas. If a parent is in doubt about whether or not to raise a concern, we would encourage them to contact the School, as we are here to help. We would ask, however, that together the school and parents present a united front in order to avoid any child receiving potentially confusing or damaging mixed messages.

9. Pupil complaints, concerns and counselling procedures

The principles which apply to parental complaints also apply to complaints and concerns from pupils. However, there are differences in approach. We believe that it is important that our pupils should be able to raise concerns with any member of staff with whom they feel comfortable. Pupils may also email to make a member of staff aware of their concerns in a confidential manner. As with parental complaints, anonymous complaints will not be pursued. Pupils may also raise general concerns via tutor group meetings and School Council meetings. At the start of each year, the Form Tutor and Class Teachers will explain these procedures to their pupils and students in a manner appropriate to their age. The school is determined to ensure that all pupils know to whom they can turn to with a problem and to whom they can make a formal or informal complaint.

- Access to pastoral support or counselling following a concern.
- Assurance that pupils are not penalized for raising genuine concerns.
- Age-appropriate complaint processes for Foundation Stage vs. Secondary.

10. Conflict Resolution

The school seeks to resolve all complaints informally at the earliest stage. Where disagreements persist:

- A mediation meeting may be arranged, facilitated by a neutral senior staff member.
- An independent review panel may be convened if the complaint escalates beyond the Principal.
- Parties involved may be offered restorative dialogue options, where appropriate.

11. Staff Complaints

Staff have the right to make complaints and as such follow the same procedure as parents. It is expected that staff keep the complaint within their line management structure but can go directly to HR or the Principal should they feel it is severe enough to warrant direct intervention. If the complaint is regarding the Principal then HR will be able to pass on the complaint directly to the Director of Schools in Head Office.

If the complaint is against Athena then this will be investigated through Head Office with the support of the Principal.

Any false allegations may incur disciplinary proceedings against the complainant if it is deemed that:

- *A defamatory statement or false accusation was made, either on social media or any other form.*
- *The statement caused harm onto the complainant.*
- *The statement was issued to a third party (can be orally or in writing).*

12. Cultural Sensitivity and Language

The school will provide language assistance or cultural mediation where needed to ensure all families can access the complaints process fairly.

13. Monitoring and Review

This policy has been discussed and agreed by the Grammar School staff and leadership team for implementation.



Signed:

Benjamin Barry

Policy review date: November, 2026

Date: May, 2026