

**COMPLAINTS POLICY****(Should be read in conjunction with complaints procedure)****Introduction**

Unity School welcomes suggestions and comments from parents and takes serious complaints and concerns they may raise. We recognise that, from time to time, parents may have concerns on various issues, and we would encourage you to bring these to us so that we can allay them. However, if parents do have a complaint relating to the School which they wish to be dealt with, they can expect it to be handled in accordance with our procedures, which is based on the model recommended for use by independent schools.

We wish to ensure that:

- parents wishing 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 listen and take complaints seriously;
- we take action where appropriate.
- we aim to bring all concerns about the running of our school to a satisfactory conclusion for all of the parties involved.

**“How should I complain?”**

You can talk directly to a member of staff, write a letter, or telephone. Please be as clear as possible about what is troubling you. Any member of staff will be happy to help. It may be best to start with the person most closely concerned with the issue. They may be able to sort things out quickly. However, you may prefer to take the matter to a more senior member of staff, for example the Headteacher.

**“I don’t want to complain as such, but there is something bothering me.”**

Unity School is here for you and your child, and we want to hear your views and your ideas. Please contact a member of staff, as described above.

**“I am not sure whether to complain or not.”**

If as parents you have concerns, you are entitled to complain. If in doubt, you should contact the school as we are here to help.

**Statement of Policy on Dealing with Complaints**

Unity Independent 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.

We believe that all complaints, which we receive, should be treated seriously and investigated fully and fairly. The School will always try to resolve complaints informally and in an amicable fashion where possible. The School’s Complaints Procedure is divided into Informal, Formal and Appeal Stages. It is expected that the majority of complaints will be resolved quickly at the Informal Stage. Complaints will be dealt with on as confidential a basis as possible, but it may be necessary for the person who first receives a complaint to discuss it with those who can resolve it, so anonymity and total confidence cannot be guaranteed. No-one will receive adverse treatment as a result of having a complaint or because someone else has raised a complaint on their behalf.

The Complaints Procedure provides for written records to be kept of all complaints in the Complaints File, including whether they are resolved at preliminary stage or whether they proceed to a panel hearing.

This policy is the responsibility of Israel Amponsah

Role – Head Teacher

Signed



Date Review Completed: 10<sup>th</sup> August 2020

Date of next Review: 10<sup>th</sup> August 2021