



Complaints Procedure

Introduction

We are proud of the quality of teaching and pastoral care afforded to our pupils. We seek to encourage an open and constructive dialogue with parents at all times in order to support the children's education and secure their well-being.

From time to time, parents may wish to raise a concern or complaint, which will be dealt with seriously and confidentially. In turn, parents are expected to make complaints courteously, in good faith, in confidence and proportionately.

Procedure

Parents should notify the office by phone or email with the aim of resolving the matter on an informal basis, as soon as possible after the matter comes to the attention of the parent (but certainly within 30 days) in order to facilitate a speedy resolution. The complaint will be fully investigated by us as soon as possible, but certainly within 10 days. Once investigated, the matter will be discussed again with the parents, or a response emailed, and we will seek to resolve the issue to the satisfaction of all concerned.

Most complaints are dealt with quickly and to the satisfaction of all parties at the informal stage. However, if this has not been possible, then parents may choose to make a formal complaint, in writing, stating the nature of the complaint and the remedy sought. This should be done within 7 working days of the written or verbal response to the informal complaint outlined in the paragraph above. We will make a written record of the formal complaint and our investigation procedures, including the outcome of the complaint, and action taken. We will inform the parent in writing or by email of the outcome within 28 days of the date that the complaint was made.

Records will be maintained and, in relation to our Voluntary Childcare registered Christ Church venue, made available to Ofsted, on request. Complaints concerning our Christ Church venue can be addressed to Ofsted at the following address: Ofsted National Business Unit, Piccadilly Gate, Store Street, Manchester M1 2WD (telephone: 0300 123 1231).