

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

The school is here for you and your child, and we want to hear your views and your ideas. Contact a member of staff, as described above.

**“I’m 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.

**“What will happen next?”**

If you raise something face-to-face or by telephone, it may be possible to resolve the matter immediately and to your satisfaction.

If you have made a complaint or suggestion in writing, we will contact you within five working days, to respond to your concerns and explain how we propose to proceed.

In many circumstances, the person you contact will need to discuss the matter with a colleague and consider it further before responding. You will be given a date by which time you will receive a response. If a detailed exploration of the issue is needed, a letter or report will be sent to you as quickly as possible. This will tell you of the outcome of your complaint. It will explain the conclusion, the reasons for it, and any action taken or proposed.

**“What happens about confidentiality?”**

Your complaint or concern will be treated in a confidential manner and with respect. Knowledge of it will be limited to the Headmaster and those directly involved. The Chairman of Governors may also need to be informed. It is the school’s policy that complaints made by parents should not rebound adversely on their children.

We cannot entirely rule out the need to make third parties outside the school aware of the complaint and possibly also the identity of those involved. This would be likely to happen where, for example, a child’s safety was at risk or it became necessary to refer matters to the police. You would be fully informed.

While information relating to specific complaints will be kept confidentially on file, we would point out that anonymous complaints may not be pursued.

Action which needed to be taken under staff disciplinary procedures as a result of complaints would be handled confidentially within the school.