



*Barbara Speake Stage School*

## **Barbara Speake Stage School Complaints Procedure Policy**

### **Policy Statement**

The Barbara Speake Stage School aims to provide the highest quality of education and care for all children attending the school.

While many concerns can be resolved quickly by an informal approach to the appropriate member of staff, there may be occasions where a more formal approach needs to be followed, as outlined below. All complaints will be dealt with by the teachers involved as well as School Management, in full co-operation with the parents or guardians of the child concerned. Should however a parent fail to meet any contractual obligations towards the school as set out in our terms of payment and agreement, then there is no right of complaint.

1. A parent who is uneasy about any aspect of the school's provision should, first of all talk over any concerns with the class/year teacher.
2. If this does not have a satisfactory outcome within 10 working days or the problem recurs the parents should put the concerns or complaint in writing to the Head Teacher and/or Proprietor.
3. The next stage is to request a meeting with the class/year teacher and the Head Teacher and/or Principal. The parent may be accompanied by a third party to such a meeting and an agreed written record of the discussion should be made.
4. In the absence of an agreed solution to the problem, agreed to by both parties the parent should again contact the Head teacher and/or Proprietor. At this point arrangements will be made for a hearing of the matter before a panel of 3 people appointed by the school proprietor one of whom must be independent from the management and running of the school. Parents can attend the panel hearing and if they wish they can be accompanied.
5. Independent panel members could include Mrs. Caroline Hamilton, a retired Company Manger, Dr. Jacqueline Bayer GP or Mrs. Sue Bennett. All are independent of the running or management of the school.
6. The panel has the power to report findings and make recommendations to complainant, Proprietor and Head Techer. A written record of those findings will be distributed to complainant, Proprietor and Head Teacher and where relevant the person complained about.
7. Written records of all complaints will be kept indicated whether they were resolved at the preliminary stage or preceded to a panel hearing.
8. All statements, correspondence and records of complaints will be kept

confidential.

9. The independent panel is the final stage of the complaints procedure.

### **The Role of the Registering Body**

In some circumstances, it will be necessary to bring in the Registering body, which has a duty to ensure laid down regulations are adhered to. The registering authority would be involved if a child appeared to be at risk or where there seemed to be a breach of registering requirements.

In these cases, parents and teacher(s) and/or Head Teacher or Proprietor would be informed and all parties will work with the registering body to ensure a proper investigation of the complaint followed by appropriate action.

The school believes that all complaints must be taken seriously, dealt with openly and fairly, while protecting confidentiality within the fastest possible time and report clearly on any action taken and informs all parties involved.

Proprietor: Miss Barbara M Speake

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