Paramount International Academy

School Complaints Procedure

**Purpose of the Policy**

This policy aims to reassure complainants that any complaint raised will be dealt with in a fair, open and responsive way with the aim of achieving a speedy and satisfactory resolution. The school recognises a willingness to listen to questions and criticisms and to respond positively and in a way in which improvements can be made to school practices.

**Concerns and Complaints**

**Initial Contact (Class Teacher)**

The complainant should initially raise any issue concerning children directly with the class teacher informally at a mutually agreed time.

**Second Contact: Head Teacher**

If the complainant is not satisfied with the response from the class teacher they should raise any concerns that they have directly with the head teacher. The head teacher will investigate the complaint via discussions with the parent and those involved.

Once all of the relevant facts have been established, the head teacher will produce a written response to the complaint and/ or may wish to speak to the parent/ carer to resolve the matter directly.

The response will document the decision reached and the reasons for it. Where appropriate, it will also include what action the school will take/has taken to resolve the complaint.

As far as is reasonable this will take place within 10 school days of the initial complaint being received by the head teacher.

Brief notes of telephone calls or conversations may be kept to ensure accuracy.

**Third Contact: Ms. Zahir**

If the complainant is not satisfied with the head teacher’s response then they have the option to speak to Ms. Zahir, the Head of Wiggles ‘n Giggles and a member of the school board of governors. If the complaint relates to the head teacher, the complainant should speak or write directly to Ms. Zahir. Ms. Zahir will speak to the relevant parties and conduct her own investigation into the matter.

Ms. Zahir will decide, on the basis of the information gathered whether the complaint is justified in whole or in part and decide on the appropriate action to take. Possible outcomes may include:

* An apology
* An admission that the situation could have been addressed differently or better, and reassurance that similar events will not reoccur
* Recommending changes to the school’s systems and procedures to ensure similar issues do not reoccur in the future
* An undertaking that school policies will be reviewed in light of the complaint
* No fault found, complaint not upheld, no action taken

All decisions will be reported back to the complainant verbally or in writing within 10 days of receiving the complaint.

**Fourth Contact: Member of School Governing Body responsible for complaints (Mr. Farhan Sama)**

If the complainant still wishes to appeal against the decision they must put their complaint in writing within 10 school days of Ms. Zahir’s response, addressing their correspondence to Mr. Farhan Sama, member of the board of governors in charge of complaints, and sending it via the school in a sealed envelope.

It is helpful at this point if the complainant can indicate in writing how they would like the matter to be resolved and what outcome they would like to see achieved. **Please note that no complaint will be addressed that has not followed the above procedure.**

The complainant will be offered the opportunity to attend a meeting where they will have the opportunity to discuss their complaint with Mr. Sama and why they are not satisfied with the chair’s decision.

Mr. Sama will consider the issue and write to inform the complainant within 10 school days of his decision.  Possible outcomes may include:

\* Recommending changes to the school’s systems and procedures to ensure similar issues do not reoccur in the future

\* An apology

\* An admission that the situation could have been addressed differently or better, and reassurance that similar events will not reoccur

\* An undertaking that school policies will be reviewed in light of the complaint

\* No action taken

**This is the last stage at which the complaint may be heard.**

**Anonymous Complaints**

The school and governing body will not consider anonymous complaints.  Any anonymous complaints will be retained and the number reported to governors to enable governors to monitor any patterns of complaints.

**Vexatious Complaints**

There may be occasions when, despite all stages of the procedures having been followed, the complainant remains dissatisfied.  If the complainant tries to reopen the same issue, Mr. Sama will inform them in writing that the procedure has been exhausted and that the matter is now closed.

Any unreasonable behaviour by the complainant (i.e. behaviour, language or writing which is malicious, aggressive, threatening, offensive, abusive, violent or deliberately falsified) may be grounds for removal of their child from the school.

Adopted: April 2017

To be reviewed: April 2021