



## **COMPLAINTS AND CONCERNS PROCEDURE**

St. Saviour's School Ikoyi aims to create an atmosphere in which a diverse range of people can work together openly and in a spirit of mutual respect and trust towards a common purpose. Nevertheless, we recognise that it is possible for misunderstandings and disagreements to arise or for mistakes to happen. Our Concerns and Complaints Policy is designed to help parents and pupils to resolve such concerns or misunderstandings at an early stage and thereby limit the confusion and upset which they often cause.

Our Complaints and concerns Procedure is designed to deal with matters that parents feel have not been satisfactorily resolved as a concern.

### **COMPLAINTS**

#### **Stage 1 (informal)**

It is always best if any issue can be resolved informally in the first instance. Any pupil or parent with a concern is encouraged to discuss it informally with their child's Class Teacher or to contact the Key Stage Leader/Deputy Head Teacher. The matter will be discussed and every attempt will be made to find an informal resolution to the issue within five working days. Should this approach be impractical or unsuccessful, the formal Complaints Procedure should be followed. Any parents may, of course, use the Complaints Procedure in the first instance by formally writing to the Head Teacher.

Even within the formal Complaints Procedure, attempts at resolving the issue informally will be made initially, but only with the agreement of the person making the complaint.

#### **Stage 2 (formal)**

1. The formal complaint should be made in writing to the Deputy Head Teacher / Head Teacher.
2. It will be investigated by the Deputy Head Teacher / Head Teacher.
3. They will normally respond to the complainant within 48 hours and attempt to complete the investigation within one week (five working days). During the school holidays, the timeframe may be extended to responding to complaints within 72 hours and completion of investigation within two weeks (10 working days)
4. The complaint will be recorded in the Central Complaints Database by the Deputy Head Teacher / Head Teacher.



5. All correspondence from and to the complainant will be filed in the Head Teacher's office.

### Stage 3 (panel hearing)

1. In the event that the complainant is not satisfied with the response to their complaint made in 'Stage 2 they can appeal to the School's Board of Management. The appeal should be made in writing by the complainant and will be presented to the School Board of Management within five working days.
2. The panel will be appointed by the Board of Management consisting of three people who are not directly involved in the matter, the school ensures that one panel member is independent of the management and running of the school
3. The Board of Management will convene a panel\* hearing and parents are allowed to attend the appeal hearing. Additionally, the complainant can be accompanied to the Panel hearing.
4. Within 24 hours of the decision, the Head Teacher will communicate the outcome of the appeal.
5. The School Board of Management will provide findings and recommendations and a copy of these findings and recommendations is provided to the complainant or person complained about. Where relevant, the person complained about can also receive a copy.

\* Note, the School's Board of Management contains independent members. The Board of Management Chair will ensure that at least three members of the Board will not have been directly involved in the matters detailed in the complaint. Additionally, the Board of Management Chair will ensure an independent member is on the panel considering the complaint.

A written copy of the findings and recommendations from the panel hearing will be made available for inspection on the school premises by the Head Teacher and Chair of the Board of Management

Should the parent wish to change their mind and no longer want to proceed further, the panel hearing therefore should proceed even if the parent subsequently decides not to attend. If necessary, the panel hearing should consider the parent's complaints in his/her absence and issue findings on the substance of the complaint thereby bringing the matter to a conclusion.

The Head Teacher and Deputy Head Teachers keep a full written record of all complaints and any appeals on the Central Complaints Database, whether they are resolved following a formal procedure or proceed to a panel hearing, and action taken by the school as a result of these complaints (regardless of whether they are upheld).

The records will also state the stage the complaint was resolved. Additionally, these records will state whether complaints are resolved by formal procedure or proceed to appeal as well as the action taken by



the school as a result of the complaint (regardless of whether it is upheld). All findings are documented and sent to the complainant, and where relevant the person complained about. This file is reviewed termly to monitor any pattern in the complaints.

The complaints correspondence, statements and records of complaints are to be kept confidential, except in cases where local legal requirements permit or access is required by an appropriate body, for example one conducting an inspection of the school's complaints procedure.

This policy is available on the school website and is made available to parents of pupils.

The School received nine formal complaints during the academic year 2024/2025

Staff who deal with concerns and complaints at any level should always inform the Key Stage Leader and for more serious complaints, Deputy Head Teachers and Head Teacher. They should also pass a copy of the correspondence or their notes to the Head Teacher or Deputy Head Teachers to be recorded on the Central Complaints Database. Staff who have any questions about a complaint or the way forward should speak with their Key Stage Leader or Deputy Head Teachers or Head Teacher.

Policy revised and agreed:	April 2016
Policy review cycle:	Annual
Policy reviewed:	Nov 2025
Next Policy review:	Nov 2026
Member of staff responsible for the policy:	Mr. Craig Heaton (Head Teacher)