

# Froebel House

## Procedure for Handling Complaints

- **L A Roberts deals with all complaints. If possible the problem is dealt with immediately. If a member of staff or members of staff are involved in the complaint they are asked to discuss the complaint with L A Roberts and the parent/parents at the time of the complaint. Every effort is made to solve the problem/ problems . If the problem/ problems are of a more serious nature and more time is needed an appointment is made to discuss the problem/problems at length and hopefully solve it/them.**
- If the parent is not satisfied with the response to an informal complaint a formal complaint can be made in writing within a week.
- If the parent is not satisfied with the response to a written complaint a hearing before a panel will take place. The panel, of at least three people, will be appointed by L A Roberts. The panel will not be directly involved in the matters detailed in the complaint. One person on the panel will be independent of the management and running of the school. The hearing will take place within two weeks of the written complaint. Parents will be allowed to attend the panel hearing and they can be accompanied if they wish.
- The panel will make findings and make recommendations. The complainant, proprietor, staff and the person complained about will be given a copy of any findings and recommendations.
- Written records will be kept of all complaints indicating whether they were resolved at a preliminary stage or whether they proceeded to a panel hearing.
- Correspondence, statements and records of complaints will be kept confidential. Parents will be provided with information about the number of complaints registered under the formal procedure during the preceding year.
- The complaints procedure is available on request to parents of pupils and prospective parents.