

## **Complaints Policy**

1. This policy statement sets out The St Aubyn Centre Education Department's approach to dealing with parental concerns and complaints
2. We value good home/school relations and will, therefore, do everything we can to establish and maintain them. This includes seeking to resolve any concerns or complaints promptly, and to the satisfaction of all concerned.
3. We welcome feedback on what parents feel we do well, or not so well, as a school. We will consider carefully all feedback, whether positive or negative, and will review our policies and practices accordingly.
4. We will treat all concerns and complaints seriously and courteously and will advise parents and others of the school's procedures for dealing with their concerns. In return, we expect parents and other complainants to behave respectfully towards all members of the school community. In particular, any disagreement with the school should not be expressed inappropriately or in front of pupils.
5. All school staff, teaching and non-teaching; and members of the Management Committee, will receive a copy of this policy statement and will be familiar with the school's procedures for dealing with parental concerns and complaints, to which they will have access as required.
6. The school's procedures will be reviewed regularly and updated as necessary.
7. Governor Services offer a course 'Dealing with Complaints' for members of the Management Committee.
8. Whilst we will seek to resolve concerns and complaints to the satisfaction of all parties, it may not be possible to achieve this in every case. We will, therefore, use our option to close a complaint before all the stages of the school's procedures have been exhausted, if this appears to be appropriate.
9. The Government and the Local Authority (Essex County Council) advocate resolution of parental concerns and complaints at school level wherever possible, in the interests of maintaining good home/school relations. The role of the Local Authority in advising parents and schools on the handling of concerns and complaints is set out in the school's procedures.
10. If you are not happy with the Management Committee response, you can contact the Secretary of State for Education, Department for Education (DfE).