



# Loreto Convent School

Gibraltar

## SCHOOL COMPLAINTS POLICY

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*This policy reflects the ethos of Loreto Convent School and has been compiled and reviewed with the involvement of children, staff and Governors.*

### General Principles of complaints

#### Introduction

We believe that our school provides a good education for all our children, and that the Headteacher and other staff work very hard to build positive relationships with all parents.

The majority of issues raised by parents, the community or children, are concerns rather than complaints. Loreto Convent School is committed to taking concerns seriously, at the earliest stage, in the hope of keeping the number of formal complaints to a minimum and without needing formal procedures. However, depending on the nature of the complaint, you may wish or be asked to follow the school's formal complaints procedure. For the school to be able to investigate a complaint, it needs to be made within one year of the incident occurring. If a complaint is older than a year it will not be investigated.

The prime aim of Loreto Convent School's policy is to resolve the complaint as fairly and speedily as possible. Formal complaints will be dealt with in a sensitive, impartial and confidential manner. Malicious complaints may incur appropriate action by the school.

The following details outline the stages that can be used to resolve complaints.

#### Aims and Objectives

- Our school aims to be fair, open and honest when dealing with any complaint. We give careful consideration to all complaints and deal with them as swiftly as possible.
- We aim to resolve any complaint through dialogue and mutual understanding and, in all cases, we put the interests of the child above all other issues.
- We provide sufficient opportunity for any complaint to be fully discussed, and then resolved.

## **The Complaints Process**

### **Stage 1 - Raising a concern**

- Concerns can be raised with the school at any time and will often generate an immediate response, which will resolve the concern. The school requests that parents make their first contact with their child's class teacher. Most matters can be dealt with in this way.
- All teachers work hard to ensure that each child is happy at school and is making good progress; they always want to know if there is a problem so that they can take action before the problem seriously affects the child's progress.

### **Stage 2 - Contact with the Headteacher**

- The vast majority of concerns will be satisfactorily dealt with in this way. However, if you are not satisfied with the result at stage 1, please make an appointment to discuss it with the Headteacher. The Headteacher considers any such complaint very seriously and investigates each case thoroughly. Most complaints are normally resolved at this stage.

## **Monitoring and Reviewing**

The Board of Governors monitor the complaints procedure in order to ensure that all complaints are handled properly. The Headteacher logs all complaints received by the school and records how they are resolved.

The Board of Governors take into account any local or national decisions that affect the complaints process, and make modifications necessary to this policy. This policy is made available to all parents so that they can be properly informed about the complaints process.

**Seen by Governing Body:**