



## Complaints and Compliments

- Parental feedback is important to us and we always strive to listen to what our parents have to say about us and we endeavour to work in partnership with them.
- We welcome and record all compliments and share these with staff
- We will give prompt and serious attention to any concerns that parents may have.
- Any concerns will be dealt with in a professional manner and promptly to ensure that issues arising from them are handled effectively. By doing this we hope to enable ongoing cooperative partnership with parents.
- Members of staff should hand over any complaints from parents to their room leader, if the situation cannot be resolved the complaint should be handed over to the Deputy Head teacher or Head Teacher.
- The room leader must inform the Head Teacher or a member of our senior management team in her absence of any complaints and first steps taken if any, in order to resolve this.
- A member of staff must never feel threatened by a parent's manner and are to inform their senior if they feel so.
- If the parent feels that the Head Teacher or Deputy has not satisfactorily resolved the complaint they can ask for this to be referred to the Management Committee Chair. The Head Teacher will forward the complaint to the Chair within one week and the Chair of the management committee will respond to the parent with 10 days of this complaint being referred to the management committee.
- If no satisfactory outcome is reached then a Parent / Carer can, as a final measure make a complaint to OFSTED (office for Standards in Education) Piccadilly Gate, Store Street, Manchester M1 2WD. Telephone number 0300 123 1231

Policy reviewed October 2019

Next review date October 2020

Sharon Lee  
Head Teacher of Shofar



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