

Helvetia House School
Parental Complaints Policy

1. Introduction

At Helvetia House School, we are committed to working in close partnership with all members of our school community. We aim to provide a high-quality education in a safe, caring, and respectful environment. However, we understand that from time to time, parents or carers may have concerns or complaints. This policy explains how we handle those complaints.

Our goal is to resolve issues promptly, fairly, and informally wherever possible.

2. Aims of the Policy

This policy aims to:

- Encourage the resolution of concerns at the earliest possible stage.
 - Clarify the process for making a complaint.
 - Ensure all complaints are handled fairly, consistently, and in a timely manner.
 - Maintain good relationships between all members of the school community.
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3. What is a Complaint?

A complaint is an expression of dissatisfaction about the standard of service, actions, or lack of action by the school or its staff. This policy does **not** cover:

- Concerns about safeguarding (handled through the school's safeguarding procedures).
 - Staff grievances (dealt with under HR policies).
 - Admissions or exclusions (covered by statutory procedures).
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4. Stages of the Complaints Procedure

Stage 1: Informal Resolution

Most concerns can be resolved quickly and informally.

- **Step 1:** Parents are encouraged to speak to the class teacher or relevant staff member as soon as possible.
- **Step 2:** If the issue is not resolved, parents may contact the Headteacher.

We aim to resolve informal concerns within **the school day**.

Stage 2: Formal Complaint to the Headteacher

If the issue is not resolved informally, a formal complaint should be submitted in writing to the Headteacher.

- Complaints can be submitted by letter or email.
- The Headteacher will acknowledge receipt within **2 school days**.
- A full investigation will be carried out and a written response provided within **5 school days**.

If the complaint is about the Headteacher, proceed to Stage 3.

Stage 3: Complaint to the Governing Body

If the complainant is not satisfied with the outcome of Stage 2, they can request a review by the proprietor.

5. Record Keeping

- A record will be kept of all formal complaints and the outcomes.
- Records will be stored securely and reviewed regularly to identify any patterns or areas for improvement.

6. Unreasonable or Persistent Complaints

We are committed to dealing with all complaints fairly and respectfully. However, if a complainant behaves in an unreasonable, abusive, or persistent manner, we may limit communications or refuse to consider further complaints on the same issue.

7. Monitoring and Review

This policy will be reviewed regularly every **two years** or sooner if required. A copy of this policy is available on the school website and by request from the school office.

8. Contact Information

School Office: 724928

Email: admin@helvetia.org.uk

Headteacher: Lindsey Woodward

Proprietor: David Atkinson