

Complaints Policy

Staff Member with Responsibility:	Executive Principal
Reviewed by:	Board of Trustees
Reviewed Date:	Autumn 2018
Next Review Due:	Autumn 2019

Introduction

Heathside School endeavours to provide the best education possible for all of its pupils in an open and transparent environment. We welcome any feedback that we receive from parents, pupils and third parties, and we accept that not all of this will be positive. Where concerns are raised the school intends for these to be dealt with:

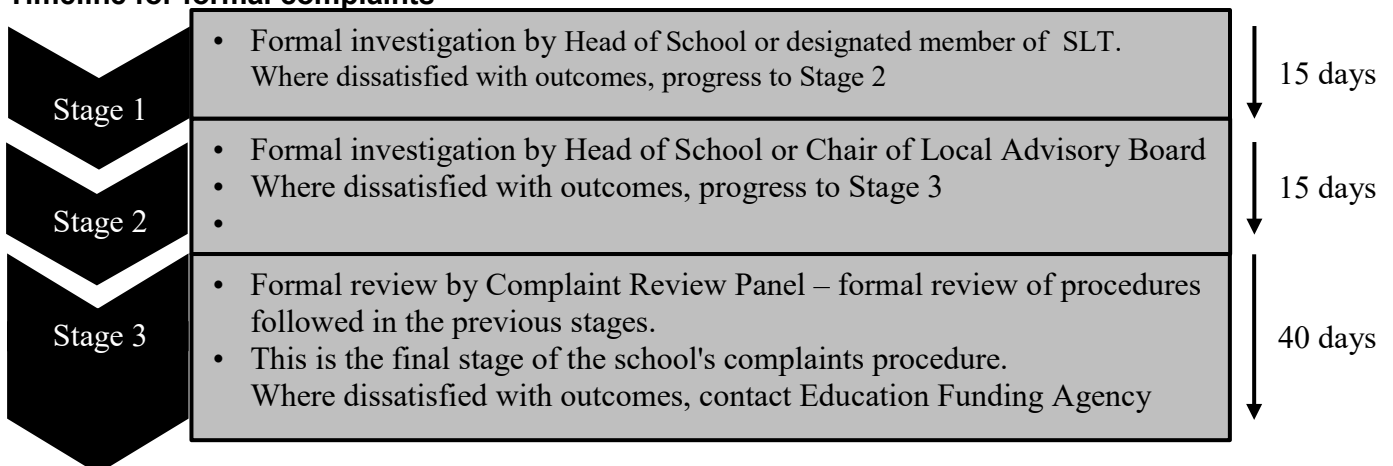
- Fairly
- Openly
- Promptly
- Without Prejudice

Procedure

If you need to raise an issue in the first instance, please do so with the relevant member of staff who will be happy to talk to you and seek to establish a solution. If you are not satisfied with this response and believe the issue has not been resolved, please use the formal procedure, summarised below.

Heathside School operates a three stage formal complaints procedure. **For more details about the formal complaints procedure, please see the Heathside School Complaints Procedure document available on the Heathside School website (www.heathside.surrey.sch.uk)**

Timeline for formal complaints



All timescales refer to school working days i.e. excluding weekends, school holidays, Inset days etc.