

Complaints Policy

Staff Member with Responsibility:	Executive Principal
Reviewed by:	Board of Trustees
Reviewed Date:	Autumn 2016
Next Review Due:	Autumn 2017

RESPONDING TO CONCERNS FROM PARENTS, CARERS and the GENERAL PUBLIC

Our aims

Heathside School aims to establish and promote a close relationship with all parents, in the interests of their children. We recognise that children will feel more secure when they receive consistent messages from both home/school. Parents' views about our school are welcomed, including the expression of any serious concerns. At the same time we undertake to inform parents as soon as possible about any issues of concern to the school so that we can work together to resolve them.

What we do to avoid concerns arising

At Heathside School we work closely with parents in order to keep them informed of all aspects of school life. We have:

- Progress Monitoring meetings each half term
- Parents' evenings held every year
- An information evening for each year group during the first term
- A progress report for parents about their child each term
- The weekly newsletter
- Regular contact via the student support service if needed
- School Gateway App

How we respond to a concern raised by a parent, carer or member of the general public

The County Council has produced a model procedure for parents, carers or members of the general public who wish to express a concern about the school. This procedure is summarised in the Surrey County Council booklet 'Complaints policy and procedure for Heathside School, Autumn 2016, and is detailed in the County's guidance pack for schools and has been adopted by Heathside School. This can be found on the Heathside School website (www.heathside.surrey.sch.uk). There is also a document 'A brief guide to the Heathside School's complaints policy' also available on this site.

At Heathside we are committed to responding to a concern as quickly and as sensitively as possible in order to resolve the issue promptly. Most concerns are resolved by the child's form tutor or subject teacher. However, should the matter not be resolved, it should then be taken to the Curriculum Area Manager or the Key Stage Co-ordinator. The Vice Principals at the school may be involved in issues that are of a more serious nature. Parents/carers who wish to discuss a concern with the Principal are asked, wherever possible, to go through the above channels first and following this make an appointment in advance, so that sufficient time and attention can be given to the matter.

How we plan to improve our practice

We keep a record of all concerns so that we are informed about:

- the nature of the concerns
- the time taken to resolve each concern
- the measures adopted to resolve each concern

The Principal and senior staff will review this record on a regular basis, to enable consideration to be given to any underlying issues which need to be addressed by the school and the governing body. Any formal complaint made to a complaints panel of the governing body will be reported, in outline only, and anonymously, to the next meeting of the full Governing Body.