



### POLICY ON COMPLAINTS

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#### **1 Introduction**

- 1.1 We strive to provide a good education for all our children. The Principal and staff work very hard to build positive relationships with all parents and guardians. However, the school is obliged to have procedures in place in case there are complaints by parents or guardians. The following policy sets out the procedures that the school follows in such cases.
- 1.2 If any parents, guardians or pupils are unhappy with the education that their child is receiving, or have any concerns relating to the school, we encourage them to talk to the child's Form Teacher immediately.

#### **2 Aims and objectives**

- 2.1 Fairholme 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. In all cases, we put the interests of the child above all else. We provide sufficient opportunity for any complaint to be fully discussed, and then resolved.

#### **3 The complaints process**

- 3.1 If a parent is concerned about anything to do with the education that we are providing at Fairholme, they should, in the first instance, discuss the matter with their child's Form Teacher. In our experience, most matters of concern can be resolved positively in this way. All teachers work very hard to ensure that each child is happy at school, and is making good progress; they naturally want to know if there is a problem, so that they can take action before it seriously affects the child's progress. The school will respond to such concerns within 10 days, but would usually deal with the matter within 2 days.
- 3.2 Where parents or guardians feel that a situation has not been resolved through contact with the Form Teacher, or that their concern is of a sufficiently serious nature, they should discuss the matter informally with the Principal. The Principal considers any such complaint very seriously, and investigates each case thoroughly. Most complaints are normally resolved by this stage.
- 3.3 If parents or guardians are still unhappy following discussion with the Principal, they may make a formal complaint, in writing. Such written complaints will be dealt with and responded to within 10 days.
- 3.4 If complainant is still unhappy, then at this stage, a formal meeting will be arranged at the convenience of the parents, certainly within three weeks of receipt of the complaint. The meeting would be between the parents (preferably both parents or one parent accompanied by Grandparent or other person chosen by the parent) and three appeal panel members who have not been directly involved in the matters detailed in the complaint. The panel members would include the Principal, Form Teacher (or another teacher as required) and one independent panel member (from the list given below).
- 3.5 At this formal meeting, all written complaints will be discussed in detail until some resolution has been made. Following the meeting, the Principal will summarise in writing the discussions held at the meeting, and the resolution or solution outlined. This summary will be shared with the complainant and the person/persons who is complained about.

#### **4 Monitoring and review**

- 4.1 The Principal logs all complaints received by the school, and records how they were resolved.
- 4.2 The School takes into account any local or national decisions that affect the complaints process, and make any modifications necessary to this policy. This policy is made available to all parents and guardians, so that they can be properly informed about the complaints process.
- 4.3 This policy will be reviewed every two years, or before if necessary.

Signed: 

Date: 23/02/2026

#### **List of Independent Panel Members:**

- Mr. D. Jones
- Mr. D. Owens
- Ms. Sian Beck