

Complaints Procedure

Stage	Status	Parent Communication Method	School Communication Response Method	Timescale	EYFS [Pastoral and Academic Issues]			Primary School [Pastoral and Academic Issues]			Secondary School [Pastoral Issues]			Secondary School [academic issued]		
					Sent to	In consultation with (copied to)	Supported by	Sent to	In consultation with (copied to)	Supported by	Sent to	In consultation with (copied to)	Supported by	Sent to	In consultation with (copied to)	Supported by
1	Informal	Verbal	Verbal	Immediate and in line with the school's open door ethos	Class Teacher	Year Leader		Class Teacher	Year Leader		Form Tutor	Year Leader		Subject Teacher	HOD	
2	Informal	Verbal, Email or letter	Verbal, Email or letter	Within 1 working day respectively from receipt of email	Year Leader	Head of EYFS	Parent Liaison Officer	Year Leader	Deputy Head (pastoral)	Parent Liaison Officer	Year Leader	Deputy Head (pastoral)	Parent Liaison Officer	HOD	Deputy Head (academic)	Parent Liaison Officer
3	Formal	Letter of Complaint (hard or soft copy)	Writing & Meeting	Initial response in writing within 1 working day and follow up meeting within 2 and 5 workings days respectively following referral from Stage 2	Head of EYFS	Head of Primary	Parent Liaison Officer Logged	Deputy Head (pastoral)	Head of Primary	Parent Liaison Officer Logged	Deputy Head (pastoral)	Head of Secondary	Parent Liaison Officer Logged	Deputy Head (academic)	Head of Secondary	Parent Liaison Officer Logged
4	Formal	Letter of Complaint (hard or soft copy)	Meeting	Within 5 working days following referral from Stage 3	Head of Primary	Principal	Parent Liaison Officer Logged	Head of Primary	Principal	Parent Liaison Officer Logged	Head of Secondary	Principal	Parent Liaison Officer Logged	Head of Secondary	Principal	Parent Liaison Officer Logged
5	Formal	Referral request -- Verbal and / or Writing (Email)	Meeting	Within 5 working days following referral from Stage 4	Principal	School Board via Rory Galvin (ISP Representative)	Parent Liaison Officer Logged	Principal	School Board via Rory Galvin (ISP Representative)	Parent Liaison Officer Logged	Principal	School Board via Rory Galvin (ISP Representative)	Parent Liaison Officer Logged	Principal	School Board via Rory Galvin (ISP Representative)	Parent Liaison Officer Logged
6	Formal	Letter of Complaint -- hard or soft copy	Writing	Initial response and follow up responses within 5 and 15 working days respectively following referral from Stage 5	School Board ** via Rory Galvin (ISP Representative)	ADEK		School Board ** via Rory Galvin (ISP Representative)	ADEK		School Board ** via Rory Galvin (ISP Representative)	ADEK		School Board via Rory Galvin (ISP Representative)	ADEK	
7	Formal	Letter of Complaint -- hard or soft copy	Writing	Initial response and follow up responses within 5 and 15 working days respectively following referral from Stage 6	ADEK			ADEK			ADEK			ADEK		

NB: In the event that "a complaint" is received directly by a member of CLT for the first time, the school will acknowledge such a response within 24 working hours

** Will comprise at least 3 members including either the Director of Learning or the Deputy Director learning plus two more ISP regional team members (likely that two other board members). Parents will be invited to attend either in person or via a teams/Google meet call. Parents will be informed of the outcomes of the board's findings and retain the right at all times to approach ADEK with a subsequent or independent complaint.