

WINDSOR ENGLISH

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COMPLAINTS POLICY

Appendix D

Introduction:

The majority of issues raised by parents, the community or pupils, are concerns rather than complaints. Windsor English is committed to taking concerns seriously, at the earliest stage, in the hope of keeping the number of formal complaints to a minimum and without needing formal procedures. However, depending on the nature of the complaint, you may wish or be asked to follow the school's formal complaints procedure. For the school to be able to investigate a complaint, it needs to be made within one year of the incident occurring. If a complaint is older than a year it will not be investigated.

The prime aim of Windsor English's policy is to resolve the complaint as fairly and speedily as possible. Formal complaints will be dealt with in a sensitive, impartial and confidential manner. Malicious complaints may incur appropriate action by the school.

The following details outline the stages that can be used to resolve complaints.

The Windsor English Policy has four main stages.

- Stage 1 – A concern is raised informally with a staff member.
- Stage 2 – A complaints form is filled in and handed to the teacher or the school office.
- Stage 3 – The complaint is heard and dealt with by the Principal or a member of staff on his behalf.
- Stage 4 – The person who raised the complaint is asked for feedback. Further action might be taken if the issue has not been solved.

Stage 1 – Raising a concern

Concerns can be raised with the school at any time and will often generate an immediate response, which will resolve the concern. The school requests that students of all ages make the teacher their first contact. On some occasions the concern raised may require investigation, or discussion with others, in which case you will receive an informal but informed response within a day or two. The vast majority of concerns will be satisfactorily dealt with in this way. However, if you are not satisfied with the result at stage 1, please fill in the complaints form available at the school office within 10 school working days and state what you would like the school to do. The school will then look at your complaint.

Stage 2 and 3 – A complaints form is filled in and handed to the teacher or the school office. The complaint is heard and dealt with by the Principal or a member of staff on his/her behalf.

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Formal complaints shall be put in writing (see *Appendix C and D*). The school will normally acknowledge receipt of the complaint within 2 (school) working days of receiving it. In many cases this response will also report on the action the school has taken to resolve the issue wither orally or in writing, depending on the nature of the complaint. Alternatively, a meeting may be convened to discuss the matter further. This meeting will normally take place within 10 school working days. The aim will be to resolve the matter as speedily as possible.

Stage 4 – The person who raised the complaint is asked for feedback. Further action might be taken is the issue has not been solved.

The school office will contact the person who raised the complaint to verify that he/she is now satisfied and that the problem is unlikely to occur again.

Where the pupils, his/her parents or tutors are dissatisfied with the outcome of the complaints process, the school will support the right of those persons to use the Social Care and Health Directorates complaints procedure.

Many Local Authorities have Complaints Officers in post. Contact numbers as follows:

Social Care Services - 01628 796721

Fairer Charging for Home Care and other non-Residential Services - 01628 683231

Education (general) - 01628 796404

Special Educational Needs - 01628 796779

School Admissions - 01628 683870

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