



Complaints Policy

1 Introduction

- 1.1** We believe that our school provides a good education for all our children, and that the Headteacher and other Staff work very hard to build positive relationships with all parents. However, the school is obliged to have procedures in place in case there are complaints by parents. The following policy sets out the procedure that the school follows in such cases.
- 1.2** If any parent is unhappy with the education that their child is receiving, or has any concern relating to the school, we encourage that person to talk to the child's class teacher immediately. If they are not satisfied with the response then an appointment should be made to speak with the Headteacher.
- 1.3** We deal with all complaints in accordance with procedures set out by SCE. If the school cannot resolve any complaint itself, the person concerned can submit their complaint on the form at Annex A to the School Governance Committee (SGC) who will form a Complaints Appeal Panel to consider the complaint. If the complaint cannot be resolved through this means, parents may then refer their complaint to the Area Education Officer, HQ SCE Cyprus, Episkopi, BFPO 53

2 Aims and objectives

- 2.1** Our school 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 and, in all cases, we put the interests of the child above all other issues. 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 our school, they should, in the first instance, discuss the matter with their child's class teacher. Most matters of concern can be dealt with in this way. All teachers work very hard to ensure that each child is happy at school, and is making good progress; they always want to know if there is a problem, so that they can take action before the problem seriously affects the child's progress.
- 3.2** Where a parent feels that a situation has not been resolved through contact with the class teacher, or that their concern is of a sufficiently serious nature, they should make an appointment to discuss it with the Headteacher. The Headteacher considers any such complaint very seriously and investigates each case thoroughly. Most complaints are normally resolved at this stage.



- 3.3** Should a parent have a complaint about the Headteacher, or feel that an ongoing complaint has not been satisfactorily dealt with, he/she can refer this to the Complaints Sub-Committee of the SGC. This Sub-Committee (which must not include the Headteacher or any staff member) will consider the complaint accordingly.
- 3.4** If the complaint remains unresolved following para 3.3 a parent may then contact Service Children's Education (SCE) through the Area Education Officer, HQ SCE Cyprus, Episkopi, BFPO 53

4 Monitoring and review

- 4.1** The Headteacher and SGC monitor the complaints procedure, in order to ensure that all complaints are handled properly. The Headteacher logs all complaints received by the school and records how they were resolved. SCE members can examine this log on request.
- 4.2** The SGC take 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, so that they can be properly informed about the complaints process.

Signed: Gary Margerison

Date: 28/09/15