

Complaints Policy (Whole School including EYFS)	2.0
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Burgess Hill Girls and its Nursery have long prided themselves on the quality of teaching and pastoral care provided for its pupils. However, if parents have a complaint they can expect it to be treated by the School in accordance with this policy and its associated procedure.

Aim: The aim of this policy is to ensure that a concern or complaint is managed sympathetically, efficiently and at the appropriate level, and resolved as soon as possible.

Policy Status: This policy has been approved by the Head and Governing body of Burgess Hill Girls. It provides guidelines for the handling of concerns and complaints. It takes account of Part 7 of the *Education (Independent Schools Standards, England) Regulations 2010*. The complaints procedure associated with this policy may be adapted as appropriate to meet the policy aims and circumstances of each case. Certain elements of the procedure can only be carried out during term time.

Suggested guidance for parents: The overarching principle is that if a parent has a concern or complaint, they should inform us about it **as soon as possible**. Most concerns can be sorted out quickly by speaking to the appropriate member of staff. If you are dissatisfied with the response you have received you can write to the Head, or Head of the Junior School, who will conduct an investigation and you will receive a written response. In the case of the Nursery and Junior School, if the complaint is still unresolved after writing to the Head of the Junior School, you should write to the Head. Should a Nursery complaint still be unresolved following the above procedure, it may be referred to Ofsted at National Business Unit, Piccadilly Gate, Store St, Manchester, M1 2WD, Tel: 0300 123 1231.

Please raise the concern initially as follows:-

A concern about the safety of your child should be notified immediately to the person you believe is best placed to take urgent action and should be confirmed in writing to the Head.

Education issues - if the matter relates to the classroom, the curriculum or Special Educational Needs, please speak or write to the Form Teacher, Head of Department or Head of Section as appropriate.

Pastoral care - for concerns relating to matters outside the classroom, please speak or write to the relevant Form Tutor or Head of Section.

Disciplinary matters – a problem over disciplinary action taken or sanction imposed should be raised first of all with the member of staff who imposed it and, if not resolved, with the Head of Section.

Financial matters – a query relating to fees or extras should be raised with the Bursar.

Acknowledgement: We will acknowledge any notification of a concern within 2 working days of receipt during term time and as soon as practicable in the holidays. A matter raised orally will not necessarily be acknowledged in writing.

Complaints still unresolved after consultation with the Head can be referred, in writing, to the Chairman of the Board of Governors who will instruct a Complaints Panel to investigate the complaint.

Records will be kept for at least 3 years and complainants will be notified of the outcome within 28 days of having received the complaint.

The complaints procedure that accompanies this policy is available on request and can also be found on the School's web site.