

***Walmer Road School 221 Walmer Road London W11 4EY***  
***Complaints Procedure***

**What is a complaint?**

Walmer Road School aims to provide services fairly and efficiently. A complaint is where you feel that you have been dealt with unfairly or inefficiently. Examples include: where we have missed appointments, where you do not receive the correct advice or guidance, where you feel a member of staff has treated you badly. Be assured that written records will be kept of all complaints (at both informal and formal levels). All correspondence is confidential and will be maintained in a locked cupboard in a secure location.

**How can you complain?**

All complaints must be in the form of a written record. The written record can be in the format of the form attached to this policy, or you can write your own letter, or visit us. If you ask a member of staff, they will help you make your complaint.

**What will happen when you complain?**

We aim to resolve complaints effectively and speedily. We will acknowledge your complaint within 1 week telling you who will investigate it and how soon you will get a full reply (normally 2 weeks). We will do what we can to put things right, apologise if we are at fault, give you a full written response and in some circumstances pay compensation.

**Who deals with your complaint?**

It will depend on the nature of your complaint. In most cases a person, familiar with the issues you are complaining about will investigate your complaint. If the complaint is about a teacher or senior staff member, the headteacher or proprietor will investigate.

**What happens if you are unhappy with a response to a complaint?**

You can appeal to the headteacher who will respond within 2 weeks. Thereafter, the complaint will be heard by a panel of 3 people who were not directly involved in previous consideration of the complaint. We shall ensure that one member of this panel is independent of the management and running of the school. Parents/Carers will be invited to attend and are also able to be accompanied at this time by a person(s) of their choice.

The panel will make findings and recommendations in writing. These will be passed to the complainant, proprietor, headteacher, and any other relevant individuals associated with the matter including the person complained about.

**What if I do not want to complain to anyone within Walmer Road School?**

The local education authority may be happy to investigate complaints on behalf of students. Please contact a member of staff who will be happy to pass on the correct contact. Please note that most investigating authorities will expect to have made a complaint following the above procedure before resorting to them.

**What happens after you have made a complaint?**

We truly welcome complaints in order to improve our service in future. We will seek your views on our complaints procedure and review it annually. We will report complaints to our Board and clients through our newsletter. We will ensure that your personal details are kept confidential and that you are not victimised as a result of your complaint.