

Overthorpe Preparatory School Complaints Procedure.

1. Any complaints should, in the first instance, be brought to one of the principals who will try to resolve the issue informally. This will be done within two working days of the original complaint. It will be probably dealt with on the day of the complaint.
2. If the complainants are not satisfied with the outcome of the informal approach the complaint should be made in writing. The school send an acknowledgement within one working day and will send a written response within three weeks.
3. If the complainants wish to take the matter further the school will make provision for the complaint to be heard before a panel of at least three people who have not previously been directly involved in consideration of the complaint. One or more of the people on the panel must be independent of the management and running of the school. At least one week's notice will be given for the hearing which will be at a time which is agreeable to the complainants.
4. The people making the complaint will be allowed to attend and to have someone to accompany them.
5. Findings and recommendations made by the panel will be made given in writing to the complainants, the joint principals and, where relevant, the person or people complained about.
6. Correspondence, statements and records of complaints will be kept confidential.
7. Written records of all formal complaints will be kept and parents will be informed of the number of such complaints made during the previous year. They will be informed of whether the complaint was taken to a tribunal or settled at an earlier stage.

There have been no complaints registered under the formal procedure during the past year.