
**PEASLAKE FREE SCHOOL
POLICY DOCUMENT**

Policy Number: 19

Purpose of this Policy

Peaslake Free School is committed to having an open and transparent relationship with parents and other external stakeholders in the community. We recognise that from time-to-time concerns may arise which lead to a complaint being raised. We are committed to dealing with all complaints in a speedy and open manner. This policy provides the framework for our approach.

Copies of this policy to be kept by the Headteacher and made available to any complainant on request.

Complaints

We trust that the majority of complaints can be dealt with on an informal basis and that only the more serious complaints will require the use of the formal procedure outlined here.

The parent(s) or external stakeholder should raise the matter with the Headteacher who will discuss it with them promptly and attempt to resolve it amicably and fairly.

Should the parent(s) or external stakeholder remain dissatisfied he/she should write to the school formally stating the complaint. The Headteacher will consult with appropriate members of the team and/or Trustees and in the first instance hold a meeting with the complainant and write back with a response.

If they then wish for the matter to go further, the Chairman of the Trustees will appoint a panel of at least three, none of whom were directly involved in the previous consideration of the complaint.

Depending on the nature of the complaint the Chairman will ensure that one of the panel members is independent of the school.

The panel will be convened within 28 days of the receipt of the original complaint or as soon as practicable.

The complainant will be invited to attend and may be accompanied by a friend.

The panel will consider the matter before it and make a note of their findings and recommendations.

Subsequently, a copy of the findings and recommendations will be given to the complainants, the Headteacher and, where relevant, the person(s) complained about.

The school will keep written records of all complaints received whether they are resolved informally or through the above procedures which will be kept confidential.

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Policy Approved by the Trustees: 10th January 2025

Reviewed: 7th January 2025