

# IRIS School Complaint Policy

**Effective Date:** October 2024

**Review Date:** October 2025

**Policy Statement:** IRIS School is committed to providing a positive learning environment for all students. We encourage feedback and take complaints seriously as a means of improving our services. This policy outlines the procedures for addressing complaints from students, parents, guardians, and other stakeholders.

## 1. Purpose

The purpose of this policy is to:

- Provide a clear process for raising and resolving complaints.
- Ensure complaints are handled fairly, confidentially, and in a timely manner.
- Promote a culture of openness and transparency.

## 2. Scope

This policy applies to all complaints related to school services, staff conduct, student behaviour, or any other aspect of the school. It does not cover complaints that are subject to separate procedures, such as safeguarding or disciplinary matters.

## 3. Definitions

- **Complaint:** An expression of dissatisfaction or concern regarding the school's actions, services, or conduct of its staff.
- **Complainant:** Any individual (student, parent, guardian, staff member, etc.) who makes a complaint.

## 4. Principles

- Complaints should be dealt with promptly and resolved at the lowest possible level.
- Complaints will be treated confidentially and sensitively.
- Complainants will not be discriminated against or victimized for raising a complaint.

## 5. Procedure for Making a Complaint

### Step 1: Informal Resolution

- **Discussion:** Complainants are encouraged to raise their concerns informally with the relevant staff member (e.g., teacher, office staff, etc.). Many issues can be resolved quickly at this stage.
- **Timeframe:** A response should be provided within 5 working days of the initial discussion.

### Step 2: Formal Complaint

If the issue is not resolved informally, or if the complainant prefers to lodge a formal complaint:

- **Submission:** Complaints must be submitted in writing using the Complaint Form (attached) or by email to [irischool@gmail.com](mailto:irischool@gmail.com)
- **Information Required:**

- Complainant's name and contact details
- Date of the complaint
- Nature of the complaint (include relevant details, dates, and names)
- Any steps taken to resolve the issue informally

### **Step 3: Acknowledgment**

- **Response Time:** The school will acknowledge receipt of the formal complaint within 3 working days.

### **Step 4: Investigation**

- Complaints will be investigated by an appropriate member of staff or a designated complaints officer.
- The investigation will involve gathering relevant information, including speaking to witnesses, if necessary.

### **Step 5: Outcome**

- **Response:** The complainant will receive a written response detailing the findings of the investigation and any actions taken as a result. This will be provided within 10 working days of acknowledgment.

## **6. Escalation**

If the complainant is not satisfied with the outcome, they can request a review of the complaint:

- The review request must be submitted within 10 working days of receiving the outcome.
- The review will be conducted by a senior member of staff not previously involved in the complaint.
- A final response will be issued within 15 working days.

## **7. Complaints to External Bodies**

If the complainant remains dissatisfied after following the school's complaints procedure, they may escalate the complaint to an external body, such as: local education authority.

## **8. Record Keeping**

Records of complaints and their outcomes will be maintained in a confidential manner to identify trends and areas for improvement.

## **9. Review of Policy**

This policy will be reviewed annually to ensure its effectiveness and compliance with relevant legislation and guidance.

## **10. Contact Information**

For further information or to submit a complaint, please contact:

**Mrs Ranjbar**

**Administrator**

**irischool@gmail.com**

**02073728051**