

Complaints Policy and Procedure

1. If your complaint is of an informal nature, please telephone the Headteacher at the school on 01225 743566 or e-mail her on head@calderhouseschool.co.uk
The Headteacher will investigate your complaint and ensure she provides a response within 3 working days.

Your complaint will be recorded in the "Complaints Book," and where an agreed solution is reached this too will be recorded.

2. If your complaint cannot be resolved on an informal basis you should make your complaint in writing to the Headteacher at Calder House School, Thickwood Lane, Colerne, Wiltshire SN14 8BN. She will consider your complaint and confirm the outcome of the investigation in writing.

The timescale for management of the complaint will be:

- a. an acknowledgement of any written complaint will be made within 5 working days
 - b. the complaint will be investigated and you will be notified of the outcomes of this investigation within a further 10 working days.
3. If after this you feel your complaint has still not been resolved to your satisfaction the school's Governing Body will arrange for a panel hearing to take place within a further 15 working days.
 4. The hearing will be before a panel of at least 3 people, one of whom will be independent of the management and running of the school.
 5. You will be able to attend the panel meeting and you can be accompanied at this meeting if you so wish. The Governing Body will empower the panel to make findings and recommendations and ensure that all parties involved are given a copy of these findings and recommendations. These findings and recommendations are completely confidential.
 6. Written records will be kept of all complaints indicating whether they were resolved at the preliminary stage, or whether they proceeded to a panel hearing.

There is no formal procedure for praise. If you feel that something has been done especially well, please feel free to let us know. It is helpful to know which aspects of Calder House parents particularly value.

(Updated and reviewed October 2017)