

## 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 [delahay@calderhouseschool.co.uk](mailto:delahay@calderhouseschool.co.uk)

The Headteacher will investigate your complaint and provide a response within 3 working days.

2. If your complaint cannot be resolved on an informal basis you should make a formal 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. None of the panel's members will be directly involved in the matters relating to the complaint.
  5. You will be able to attend the panel meeting and you may be accompanied at this meeting if you so wish.
  6. Where a complaint is referred to panel, a copy of panel's findings and recommendations will be provided to the complainant and, where relevant, to the person complained about.
  7. Where a complaint is referred to panel, a copy of panel's findings and recommendations will be available for inspection on school premises by the Proprietor and the Headteacher.
  8. Written records will be kept of all formal complaints received. These will record whether a complaint was resolved at the preliminary stage or proceeded to a panel hearing and what action the school has taken as a result of each complaint raised – regardless of whether the complaint was upheld or not. Calder House aims to learn from its mistakes and is always looking for ways to improve performance.
  9. All correspondence, statements and records relating to individual complaints will be kept confidential – except where the school has a legal obligation to share them (e.g. upon request from the Secretary of State or a body conducting an inspection under section 109 of the Education and Skills Act 2008 )

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 November 2018)