

WINDLESHAM HOUSE SCHOOL

POLICY: COMPLAINTS



Updated: April 2018

Policy: 14.00

Responsible Member of Staff: Head of Marketing & Admissions, Lucy Thornton

Responsible Governor: Douglas Moody-Stuart

Summary Policy Statement: *We need to ensure that we act in line with the wishes of parents, children and the community at large. Any complaint against the school will be dealt with in a fair, open and responsive way, with the aim of achieving a speedy and satisfactory resolution. The school recognises that a willingness to listen to questions and criticism and to respond positively, can lead to improvements in school practices and provision for pupils. To that end we welcome feedback to which we respond in a structured way.*

This policy is available on the school's website www.windlesham.com or by request to the Bursar.

1) Reporting on Compliance and Effectiveness

A yearly report will be given to governors on complaints and their outcomes.

2) Explanation

We welcome feedback from parents, children and the local community. This can be via email, letter or face to face meetings with a member of staff. The feedback will be shared appropriately and stored centrally in the Headmaster's office. We consider all feedback whether it is compliment, comment or complaint. However, we maintain a specific procedure (attached) relating to complaints since it is important that the channels be easily accessible. This policy is supported by procedure 14.01