



**St Hugh's School**

**Complaints Policy**

## Our school complaints policy

1. This policy statement sets out our school's approach to dealing with concerns and complaints. Further details of how we handle concerns and complaints are contained in our school complaints procedure, which you can obtain from the school office or our website.
2. We value good home / school relations and will, therefore, do everything we can to establish and maintain them. This includes seeking to resolve any concerns or complaints informally and promptly, to the satisfaction of all concerned.
3. We welcome feedback on what parents feel we do well, or not so well, as a school. We will consider carefully all feedback, whether positive or negative, and will review our policies and practices accordingly.
4. We will treat all concerns and complaints seriously and courteously and will advise parents and others of the school's procedures for dealing with their concerns. In return, we expect parents and other complainants to behave respectfully towards all members of the school community. In particular, any disagreement with the school should not be expressed inappropriately or in front of pupils.
5. All school staff and members of the governing board will receive a copy of this policy statement and will be familiar with the school's procedures for dealing with parental concerns and complaints, to which they will have access as required. The policy is available to parents on request.
6. The school's procedures will be reviewed regularly and updated as necessary
7. Staff and governors will receive training in handling parental concerns and complaints as appropriate. This may be on an individual basis, or as a group activity for all staff, or for specific groups, such as the office staff or members of the governing board.
8. The DfE advocate resolution of parental concerns and complaints at school level wherever possible, in the interests of maintaining effective home / school relations.