

# **Furze Platt Senior School**



## **Parental Complaints And Praise Policy**



## FURZE PLATT SENIOR SCHOOL

### Parental Complaints and Praise Procedures Policy

Furze Platt Senior School is always pleased to hear from parents if they have comments to make about our effectiveness. We are keen to hear when initiatives have gone well. It is very important that we hear quickly about any problems our processes, procedures or actions may be causing to pupils or parents.

We therefore have the following ways in which parents can contact us to comment favourably or unfavourably on what is going on. The aim is to work in partnership with parents to improve the learning of the pupils.

1. For a specific subject issue please contact the Head of Department. For issues relating to general progress or welfare please contact the Head of House (reception will be pleased to give contact details). This first contact can investigate the comment, either by passing the praise or seeking for the source of any problem by reference to appropriate staff. The appropriate staff may be a subject leader or a member of the leadership team.
2. Following such comments the recipient will do everything in his/her power to reply by telephone to the parents.
3. A more formal complaint or piece of praise can be referred to one of the Deputies in writing or e-mail. Such a communication will allow them to raise these with the most senior staff in the school. They will then seek to address any problem or ensure that any praise is known to colleagues on the staff. Should a written complaint be received by the Deputies, then they will do everything they can to contact the parents (within 48 hours), acknowledging receipt, and keeping them informed of what they are trying to do.
4. The parent may want to talk to the Headteacher. The parent can telephone the school and ask for an appointment during the school day. Regrettably, it is likely that some time would have had to elapse before an appointment could be made easily. However, the Headteacher holds a weekly surgery on Monday evenings. Any parent telephoning by 4.30pm will be able to attend.
5. Parents can write to the Headteacher who will seek to investigate the complaint as quickly as possible. The aim will be to contact the parent. It may well be that such contact will be by another member of staff who is best able to deal quickly with the problem.
6. If parents are not satisfied with the outcome of a complaint they can make a formal complaint to the Chair of Governors.

The purpose of these procedures is to ensure, in the school, that any complimentary remarks help to confirm good practice and reward the work of teachers or pupils; on the other hand we wish to ensure that any conflicts, mistakes, or ineffective practices are looked at so that pupils' learning improves.