

Complaints Policy

PARK AVENUE GIRLS' HIGH SCHOOL



Educating Nurturing Inspiring

Policy Statement

Park Avenue Girls High School is committed to listening to the views of everyone and resolving any concerns in the best way possible.

Procedure:

This complaints procedure at PARK AVENUE GIRLS HIGH SCHOOL is a three-staged process: The complaints will be resolved within a 28 day period from the date of the first initial complaint made at stage 1

Stage 1 – Informal Stage

Complainant should make an appointment with the SMT (Senior Management Team) and make an informal complaint. Complainant will be notified of the SMT's decision within a 5 day period via phone. If not satisfied with the response of the SMT the complainant should make a formal written complaint.

Stage 2 – Formal Written Stage

Complainant should hand in/send a written complaint outlining the grievance to the chairperson of PARK AVENUE GIRLS HIGH SCHOOL board of education, Consequently a letter is sent to the complainant by the Chairperson of the PARK AVENUE GIRLS HIGH SCHOOL to confirm his/her decision at stage 2 between day 5 and day 15 that begins from the date the letter was sent from the complainant.

Stage 3 – Panel Stage

- If the complainant is not satisfied with the decision in stage 2, they may request a panel hearing via writing to investigate and adjudicate the complaint. Park Avenue Girls High School will appoint a three-member panel. The panel will consist of two persons from the PARK AVENUE GIRLS HIGH SCHOOL and an independent third person, independent of the management and the running of the school.
- The complainant will be given a notice of 5 working days to attend any hearing that he/she may be required to attend. Another person may accompany the complainant to the hearing. Parents and guardians will be allowed to attend any panel hearing.
- A copy of the findings and recommendations made by a panel will be given to the complainant, Park Avenue Girls High School and the SMT (Senior Management Team), and where relevant the person complained about and other individuals involved.
- Written records will be kept of all complaints and their outcomes, whether they were resolved at the informal stage, or a complaint was submitted in writing or whether it proceeded to a panel hearing. All records will be kept strictly confidential.
- Where there is a panel hearing, an independent (of management and committee) person may be invited to oversee the hearing.
- All correspondence, statements and records of complaints will be kept confidential. However, they may be shown to the relevant authorities upon request.
- The student(s) in question may attend any meeting with a guardian with prior notice.
- Stage 3 shall be completed between day 15 and day 28, which begins from the date the complainant requests a panel hearing via writing.

The complaints procedure will provide the panel its findings and recommendations. A copy of all this information will be emailed or posted to the relevant people including the suspected if needed.

The findings and recommendations will be available for inspection on the school premises by the Trustees and the head teacher.

Park Avenue Girls' High School

Complaints Record Form

No.	Date & Time	Complainant Name	Complaint Against	Details of the incident	Action Taken / Signed
1					
2					
3					
4					
5					

