

LANDAU SCHOOL COMPLAINTS POLICY AND PROCEDURE

COMPLAINTS POLICY

LANDAU School has clear values and high expectations of its service to the community. Occasionally things can go wrong and it is important that the School is made aware of such incidences so that we can try to put them right. We will always strive to learn from each incident and look to improve its activities and procedures as a result of a complaint. Accordingly, should a student, parent, or a staff member have cause to feel that the School has dipped below the high standards in which it prides itself, they are advised to follow the Complaints Procedure.

We believe that the vast majority of concerns can be resolved informally through direct communication with the member of staff responsible for the area of School activity involved in the complaint. If the complainant is not satisfied with the outcomes of this initial approach, then they have recourse to the Formal stage of the Procedure.

The Complaints Policy is set by the Board and is reviewed every 3 years.

COMPLAINTS PROCEDURE

Informal stage

The complainant should speak or write to the member of staff who might be regarded as closest to the problem. If students or their parents/guardians have cause for concern initial contact should be with the student's Form Tutor, Mainstream Teacher, Homeroom Teacher or Office PA. If the complaint is more general, initial contact should be to Deputy Principal or Campus Coordinator who will pass the concerns onto the relevant member of staff.

Formal stage

If a complainant is not satisfied with the outcome of the informal stage they should direct their concerns, in writing, as follows:

- Principal for issues relating to teaching and learning and student welfare
- CEO for issues relating to more general issues associated with the School

If uncertain, complaints should be addressed in writing to the Principal who will take the appropriate action. If a complaint relates to the Principal, concerns should be put in writing to CAO or CEO.

In all cases, the nature of the problem should be explained and why it is felt that the issue has not been satisfactorily resolved. This will be noted in the School's Complaints log. The complaint will be acknowledged within ten working days of receipt, and an indication of who will be dealing with it when to expect a formal response (holiday periods may lengthen this process) will be provided. The Deputy Principal, the Principal, CAO or the CEO will either ask a senior manager to investigate the complaint or conduct the investigation themselves.

Complaints can be filed at www.landauschool.com