

Complaints Policy

Pei Ying Mandarin School is committed to working in partnership with parents to ensure a stimulating education for children from Reception to GCSE.

The following policy sets out the procedure that the school will follow in cases where there are complaints by parents or guardians.

Parents or Carers that have any concerns relating to the school, and unhappy with the service provided, we would encourage you to talk to our Headteacher.

Stage One

Complaints about aspects of the schools' lessons:

- The Headteacher will discuss the matter informally with the parent or carer concerned and aim to reach a satisfactory resolution.

Complaints about an individual staff member:

- The parent should discuss the matter informally with the Headteacher, who will then discuss the complaint with the staff member and try to reach a satisfactory resolution.

Stage Two

If it is impossible to reach a satisfactory resolution to the complaint through informal discussion, the parent or carer should put their complaint in writing to the school. The school will:

- Acknowledge receipt of the letter within 7 days.
- Investigate the matter and notify the complainant of the outcome within 28 days.
- Send a full response in writing, to all relevant parties.
- Meet relevant parties to discuss the school's response to the complaint, either together or on an individual basis.

Lessons Learnt

The School will review any underlying issues raised by complaints with the Committee team, where appropriate, and respecting confidentiality, to determine whether there are any improvements that the School can make to their procedures or practises to help prevent similar events in the future.

Monitoring arrangements

The School will monitor the effectiveness of the complaints procedure to ensure complaints are handled properly. Complaints will be monitored and logged by the Committee team.