



The Viking Preparatory and Pre-School
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Complaints Policy

Introduction

We believe that our school provides a good education for all our children, and that the Principal, Headmistress and other staff work very hard to build positive relationships with all parents. However, the school is obliged to have procedures in place in case there are complaints by parents. The following policy sets out the procedure that the school follows in such cases.

If any parent is unhappy with the education that their child is receiving, or has any concern relating to the school, we encourage that person to talk to the Principal or child's class teacher immediately.

We deal with all complaints in accordance with procedures set out by the school.

All parents have the right, as a last resort, to remove their child from the school, under the terms of the registration agreement, if they still feel that their complaint has not been properly addressed.

Aims and objectives

Our school aims to be fair, open and honest when dealing with any complaint. We give careful consideration to all complaints and deal with them as swiftly as possible. We aim to resolve any complaint through dialogue and mutual understanding.

The complaints process

If a parent is concerned about anything to do with the education that we are providing at our school, they should, in the first instance, discuss the matter with their child's class teacher. Most matters of concern can be dealt with in this way. All teachers work very hard to ensure that each child is happy at school, and are making good progress; they always want to know if there is a problem, so that they can take action before the problem seriously affects that child's progress.

Where a parent feels that a situation has not been resolved through contact with the class teacher, or that their concern is of a sufficiently serious nature, they should make an appointment to discuss it with the Headmistress or Principal. The Principal considers any such complaint very seriously and investigates each case thoroughly. Most complaints are normally resolved.

Only if an informal complaint fails to resolve the matter should a formal complaint be made to the Principal. The complaint must be made in writing, stating the nature of the complaint. The parent should send this written complaint to the Principal.

The school must consider all written complaints within three weeks of receipt. It arranges a meeting to discuss the complaint, and invites the person making it to attend the meeting, so that he / she can explain the complaint in more detail. The school gives the complaint at least three days notice for the meeting.

After hearing all the evidence, the Principal will consider her decision and inform the parent about it in writing. The Principal will do all she can at this stage to resolve the complaint to the satisfaction of everyone.

If any parent is still not content that the complaint has been dealt with properly then he / she is entitled to remove their child from the school under the terms of the registration agreement.

Monitoring and review

The Principal logs all complaints received by the school and records how they were resolved.

The school takes into account any local or national decisions that affect the complaints process and make any modifications necessary to this policy. This policy can be made available, upon request, to all parents, so that they can be properly informed about the complaints process.

This policy was drawn up, discussed and agreed by members of the Viking School. This policy will be reviewed again in two years time.

Signed:

Dated: