



## **Complaints Policy and Procedure**

We recognise that every child is unique, and we provide for this through individual and inspiring learning opportunities.

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### **Complaints Policy and Procedure**

#### **Aim:**

We aim to bring all concerns about the running of Sudanese Supplementary School to a satisfactory conclusion for all of the parties involved.

#### **Methods**

To achieve this, we operate the following complaints procedure.

#### **How to complain:**

##### **Stage 1**

Any parent who is uneasy or concerned about an aspect of the Sudanese Supplementary School provision talks over, first of all, his/her worries and anxieties with the Headteacher.

##### **Stage 2**

If this does not have a satisfactory outcome, or if the problem recurs, the parent moves to Stage 2 of the procedure by putting the concerns or complaint in writing to the Headteacher and all complaints will be answered within 28 days.

Most complaints should be able to be resolved informally at Stage 1 or at Stage 2.

Complaints will then be entered onto the school complaint form.

##### **Stage 3**



The parent requests a meeting with the headteacher. An agreed written record of the discussion is made, and this is followed up in writing by way of a letter.

This record signifies that the procedure has concluded if all parties concerned are satisfied that this is the case.

#### Stage 4

If at the Stage 3 meeting the parent and the headteacher of Sudanese Supplementary School cannot reach agreement, the parent can request further investigation in writing by the Executive committee..

#### Stage 5

A final meeting between the parent, the headteacher and the Executive committee is held. The purpose of this meeting is to reach a decision on the action to be taken to deal with the complaint. The Executive committee's advice who was now dealing with the complaint is used to reach this decision.

A record of this meeting, including the decision on the action to be taken, is made. An agreed written record of the meeting is confirmed in writing by way of a letter to the complainant. This would signify that the procedure has concluded.

Signed on behalf of the provider: *R. Abdelgadir*

Name of signatory : Rania Abdelgadir

Reviewed on: 5/09/2024

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