



INDEPENDENT SCHOOL

Compliments, Comments and Complaints

Policy Owner: Sandeep Athwal

Full Name	Position	Signature	Date	Review Cycle
Sandeep Athwal	Director		08.01.27	Annual



Statement of Purpose

This policy is to provide parents, carers and partner agencies with advice on how to raise an issue with school, whether it be positive or negative.

SOC Independent Schools Limited prides itself on working in partnership with others and ensuring we provide a high-quality service to everyone we work with.

We would like to hear from you if:

- You are happy with the service we provide, and you would like to give a special mention to a member of staff, a student or an event.
- You have a suggestion on something we can do to improve further.
- You have a complaint or a concern. We take all complaints very seriously and they are given our full consideration. When something has gone wrong our aim is to resolve it, without the need to make it a formal complaint.

In the first instance we ask that you speak with the member of staff that is best placed to help you. For example, if there is an issue with a student, your child's teacher or tutor would be the first port of call. This way we can take swift action to resolve any issues.

Compliments

If you have something you want to share with us as a school, we are more than happy for you to contact the member of staff directly if your compliment is for them. Equally we would love to hear from you in writing.

Comment

If you have something that you think we can work on to improve further, please contact reception and ask to speak to a Senior Member of Staff. If you specify to reception that you have a comment or a suggestion that you would like to share, they will inform the relevant member of staff who will contact you within 48 hours.

Equally if you prefer to put this in writing you can do so via e-mail to **info@schoolofcoding.co.uk** we aim to acknowledge your feedback within 48 hours and let you know what we intend to do as a result.



Complaints

We aim to deal with all complaints informally in the first instance. If you cannot do this with the relevant member of staff or you feel you need further support, we advise you to contact the school reception with the nature of your complaint and it will be referred to an appropriate Senior Member of Staff, who will either telephone you on the number provided or invite you in to meet with them.

Formal procedures will only be invoked when informal attempts to resolve the issue are unsuccessful and the person raising the concern remains dissatisfied and wishes to take the matter further. A formal complaint may be initiated by writing to the school.

Please note that if you do wish to make a complaint we aim to ensure the following;

- All complaints are investigated fully.
- We will hold internal records.
- We will be fair and impartial when making judgements.
- We will respond within 48 hours.
- We aim to come to a resolution.

Some complaints will fall under policies within school for example the Safeguarding Policy or the Staff Disciplinary Policy. Complaints that fall in this remit will be handled differently in relation to those policies. Due to confidentiality, we cannot share outcomes of a complaint if it falls within these areas.

Formal Complaints Procedure

Please note all formal complaints should be written as a formal letter addressed to school. Formal complaints will not be accepted by any other method of communication. If parents are invited to a meeting to discuss their complaint they may wish to bring someone to accompany them.

Stage 1	Education Quality Manager The Senior Member of Staff will investigate the complaint to see if it has been resolved informally. If the complaint has not been raised previously, they will investigate the nature of the complaint and they will respond to the person(s) raising the complaint within 10 working days, with a suitable resolution.
Stage 2	Company Director If a complaint is escalated in writing the Director will review the complaint and the investigation. The Director will look at the judgements regarding a resolution and assess if this is a fair and suitable resolution to the complaint. The Director will respond in writing within 10 working days of the escalation of the complaint.

From any complaint raised the findings and the recommendations will be recorded and copies will be sent to;

- The complainant
- The person being complained about
- A copy to be retained in the school office.

SOC Independent Schools Limited will keep a written record of the complaints and the outcomes of the complaints. SOC Independent Schools Limited will identify which complaints were resolved informally and which were resolved at a formal hearing.

All complaints will be treated a confidential and they will not be shared with anyone, unless they are asked for by;

- Ofsted
- Another inspecting body