



Greenwich Steiner School

COMPLAINTS PROCEDURE FOR AN INDIVIDUAL AGAINST THE SCHOOL

Close relations and communication between the school and parents are encouraged at all times. In the event of a complaint by a parent or guardian, we will endeavour to resolve this both quickly and informally.

1. The first step should be to make contact with the class teacher. The class teacher may consult with relevant school colleagues. In most cases the matter will be resolved straightaway by this means. The class teacher will make a written record of the complaint.
2. In the event of an unsatisfactory resolution the parents/guardians should be encouraged to write to the Administrator who will bring it to the attention of the Management Committee. The matter will be considered by no more than three members of the management committee who will send a written response to the complainant/s within 10 days.
3. Where the parents/guardians are unhappy with that response they can, within 28 days, request that a complaints panel hearing be convened to further consider the complaint. Such a request must be made in writing to the school's Administrator. The Administrator will then arrange the panel hearing within 28 days giving the parents/guardians at least 14 days notice of the date of the panel hearing.
4. The complaint's panel will comprise of two teachers (who will not have previously considered the complaint in 2 above), one external trustee and a trustee from another school within the Steiner Waldorf School Fellowship, who has no present or past involvement with the management or running of the Greenwich Steiner School. The parents/guardians may attend the hearing and be accompanied if they wish. The complaint's panel will make its findings and recommendations known in writing to all parties within 14 days of the hearing.
5. If there is still no resolution following the panel hearing the complainant may request arbitration by a member of the Steiner Waldorf Schools Fellowship.

6. A written record will be kept of all complaints and their outcomes, whether they were resolved at the preliminary stage, where a complaint is submitted in writing or whether they proceeded to a panel hearing.

Parents can be assured that all concerns and complaints will be treated seriously, confidentially and as promptly as possible. Correspondence, statement and records will be kept confidential except in so far as is required of the school by paragraph 6(2) (j) of the Education (Independent Schools Standards) Regulations 2003; where disclosure is required in the course of the school's inspection, or where any other legal obligations prevail.

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