

Complaints Policy

The school is committed to providing high-quality education and fostering positive relationships with all stakeholders, including students, staff, parents, and the local community. While we strive to maintain a positive and supportive learning environment, we recognize that there may be instances where individuals or groups may have concerns or complaints regarding a staff member or the school's policies and practices.

When a complaint is raised, the school will adhere to the following principles:

- **Seriousness:** All complaints will be treated with utmost seriousness.
- **Informal resolution:** The school will attempt to resolve issues informally whenever possible.
- **Appropriate handling:** Complaints will be handled by the most suitable staff member.
- **Impartiality:** The complaint resolution process will be fair and unbiased.
- **Timely resolution:** The school will strive to address complaints promptly.
- **Confidentiality:** All information shared during the complaint process will be kept confidential.