

The Dominie operates an open door policy for parents. Parents are encouraged to communicate with school daily and any concerns may be discussed informally at the start and end of the school day.

If, however, the complaint is of a serious nature, the initial point of reference should always be the Principal.

- The matter should be brought to the attention of the Principal. This may be done informally.
- The Principal will investigate the complaint and interview any staff member or pupil involved. She will report back to the parent in seven working days.
- If the complainant is not satisfied with the outcome of this informal investigation, they will be entitled to make a complaint in writing. The principal will further investigate this and reply in writing within 7 working days
- In the event of the complainant not being satisfied with the response the Principal will make provision for a hearing before a panel. This panel meeting will be chaired by the Principal and will include at least three people who are not involved in the complaint and who are independent of the management and running of the school. Parents are invited to this meeting and may be accompanied to this meeting if they so wish.
- The list from whom the panel may be drawn is stored in the 'complaints file' in The Principal's office
- The parents, school and, where relevant, the person involved in the complaint will be entitled to receive a copy of the findings and recommendations of this panel meeting.

A written record of this procedure will be kept at whatever stage the dispute is resolved. This record will be confidential unless requested under Section 163 of the 2002 Education Act. This record will be kept confidentially.

This policy can be made available to parents and potential parents on request, as stated in the Parents' Handbook and on the school website.