

COMPLAINTS POLICY



HAYDON SCHOOL

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Haydon School is committed to the achievement of individual excellence, encouraging students to be creative and considerate, confident of their role in society and capable of rising to the challenges of a diverse and rapidly developing global economy

We Want To Help.....

Haydon And Its Community. Complaints, And How We Deal With Them

At Haydon we take pride in our role in the community. It is an important priority for us to achieve excellent relationships with parents, neighbours, and local organisations. Please do not hesitate to get in touch if there is anything we can do to help you.

If You Get In Touch.....

Students, staff and governors at Haydon will always try to be:

- Welcoming when you visit us
- Courteous and friendly when you contact us
- Sympathetic to your views and needs
- Efficient in what we do
- Serious in the way we treat you
- Interested in your views
- Responsive to criticism
- Understanding of your problems

But If You Have A Complaint.....

You can:

- Write to us
- Telephone us
- Visit us after making an appointment

*Only visit in person without telephoning us first if you think the complaint is **very** urgent and requires immediate action. Please remember that it will be far easier for us to deal with your complaint if we have time to investigate it.*

Please turn over

Before you contact us please remember that we will need to know:

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- Exactly what happened
- When it happened
- Who was involved
- What you would like us to do to help

For more serious complaints keep a record of your contact with us. Note down when you contacted us, who you spoke to, what was said, and anything else that might be relevant. Keep copies of letters you send us and replies we send you.

Please consider the most appropriate person to deal with your complaint. It could be, for example,

- a member of the teaching or support staff
- the Headteacher
- a member of the Governing Body

Please remember that a problem is most quickly resolved by referring it to the members of staff directly involved. Taking a complaint “up the ladder” may lead to delays and may be appropriate only if you feel that we have not dealt adequately with your complaint.

What will happen to my complaint?

- We will normally try to deal with complaints as quickly and informally as possible. We will try to explain the reasons for our actions. We will apologise when we have got something wrong, and we will take measures to ensure that it does not happen again.
- Some complaints will require a more formal approach. The Headteacher will advise you about what actions he intends to take. He will ensure that more detailed written records are kept and he will write to you (even if you are telephoned first) to tell you what he intends to do. If formal procedures are necessary he will ensure that you are advised of them.

And finally....

Please remember that we will **always** do our best to deal with your complaints courteously, seriously, efficiently and fairly.

Please remember we also like to know if we have done anything well. If we have, please get in touch!