

COMPLAINTS PROCEDURE

At Ruislip Gardens we pride ourselves on the quality of teaching and pastoral care that we provide to our pupils. However, if parents do have a complaint they can expect it to be dealt with by the school in accordance with its Complaints Procedure.

It is important to be clear about the difference between a concern and a complaint. We take informal concerns seriously at the earliest stage and make every effort to investigate and resolve matters to avoid unnecessary escalation.

Where an initial concern is unable to be resolved or a matter results in a formal complaint we ask that the following steps are taken:

- If you have a complaint about any matter relating to the education of your child, you should first speak with the class teacher and then, if necessary, to the Headteacher
- If the issue is still unresolved, or if the Headteacher is the subject of the complaint, the complaint should be directed to the Governing Body for the attention of the Chair of Governors sent via the Clerk to the Governing Body c/o the School Office.
- If the complaint is still unresolved, it may be referred to the Director of Education at the Civic Centre, Uxbridge.
- Should the School, Governors or Local Authority be unable to deal with a complaint in a way considered to be satisfactory by a parent, a complaint can be made to Ofsted.