



**LUKE PICKETT**

## **COMPLAINTS POLICY**

Issued: July 2019

Review Date: July 2021

### **INTRODUCTION**

Luke Pickett believes that he provides a good education for all children and he works hard to build positive relationships with all parents/carers; however, he is obliged to have procedures in place in case there are complaints by parents/carers. The following policy sets out the procedure that the Luke Pickett follows in such cases.

Luke Pickett deals with all complaints in accordance with the process set out below. If Luke Pickett cannot resolve any complaint himself, those concerned can ask the school or out-of-school organisation to intervene, depending on the nature of the complaint. All parents/carers have the right, as a last resort, to appeal to the Secretary of State for Education, if they still feel that their complaint has not been properly addressed.

### **AIMS AND OBJECTIVES**

Luke Pickett aims to be fair, open and honest when dealing with any complaint. He gives careful consideration to all complaints and deals with them as swiftly as possible. Luke Pickett aims to resolve any complaint through dialogue and mutual understanding. **In all cases, Luke Pickett puts the interests of the child above all other issues.** Luke Pickett provides sufficient opportunity for any complaint to be fully discussed, and then resolved.

### **THE COMPLAINTS PROCESS**

If a parent/carer is concerned about anything to do with the education that Luke Pickett is providing, they should, in the first instance, discuss the matter with Luke Pickett. Most matters of concern can be dealt with in this way. Luke Pickett works very hard to ensure that each child is happy, and is making good progress; he always wants to know if there is a problem, so that he can take action before the problem seriously affects the child's progress.

Where a parent/carer feels that a situation has not been resolved through contact with Luke Pickett, or that their concern is of a sufficiently serious nature, they should make an appointment to discuss it with the Headteacher or Manager of the relevant school or out-of-school organisation.

Should the matter remain unresolved, a parent/carer can usually make a complaint to the Governing Body of the school, or Committee of the out-of-school organisation. The complaints policy of the relevant school or organisation should be consulted in this instance.

If any parent/carer is still not content that the complaint has been dealt with properly, then s/he is entitled to appeal to the Local Authority and/or the Secretary of State for Education.

### Review

This policy will be reviewed biennially.

Signed: 

Date: July 2019

Mr Luke Pickett  
Peripatetic Teacher



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