



## **STARCAST PERFORMING ARTS SCHOOL COMPLAINTS POLICY 2019**

Starcast is committed to taking concerns seriously, at the earliest stage, in the hope of keeping the number of formal complaints to a minimum and without needing formal procedures. However, depending on the nature of the complaint, you may wish or be asked to follow the school's formal complaints procedure.

The prime aim of Starcast's policy is to resolve the complaint as fairly and speedily as possible. Formal complaints will be dealt with in a sensitive, impartial and confidential manner.

The following details outline the stages that can be used to resolve complaints. The Starcast Policy has two main stages. In summary they are as follows: -

Stage 1 (informal): concern heard by an appropriate staff member with the Principal

Stage 2 (formal): complaint heard by Principal, Samantha Holloway and Starcast Teacher

**Stage 1** – concern heard by the Starcast School Principal. Concerns can be raised with the school Principal at any time and will often generate an immediate response, which will resolve the concern. The school requests that parents make their first contact with their child's Starcast School Principal.

On some occasions the concern raised may require investigation, or discussion with others, in which case you will receive an informal but informed response within a day or two. The vast majority of concerns will be satisfactorily dealt with in this way. However, if you are not satisfied with the result at stage 1, please write to or call the school within 10 school working days. The school will then look at your complaint at the next stage.

**Stage 2** – complaint heard by the Starcast School Principal; The Principal will contact Samantha Holloway. The Principal may delegate the task of collating the information to another staff member but not the decision on the action to be taken. The Principal will arrange for the complaint to be acknowledged within 5 school working days of receiving it and a meeting may be convened to discuss the matter further. Following the investigation the Principal will aim to provide a written response within 10 school working days of sending the acknowledgement. However if a complaint is more complex to review this can be extended to a maximum of 20 school working days. The school will provide you details of the new deadline and an explanation on the delay. If you are not satisfied with the result at stage 2 please write to or call the school within 10 school working days of getting our response. The school will then look at holding a meeting with the Principal, Parent Teacher and Samantha Holloway to resolve the complaint.