



The Polish Saturday School
Polska Szkoła Sobotnia im. Ks Bolesława Polaka



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COMPLAINTS POLICY

APPROVED BY:	TERESA KOBYRA	DATE: 17.02.2025
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NEXT REVIEW BY:		DATE: 17.02.2026

AIM: To ensure that there is fair and transparent information for all parents/guardians. As a supplementary school, we aim to provide a quality education for parents and carers and their children. We encourage regular communication with parents to ensure any issues or misunderstandings are dealt with at an early stage. We aim to deal with complaints and concerns as quickly and effectively as possible.

RATIONALE: It is of paramount importance that our school runs smoothly and parents and staff at school work together in a spirit of co-operation and in the best interests of the children.

We believe sharing information is an important aspect of our role as educators and welcome all comments from parents to ensure we can offer the best care for their children.

If a parent/carers raises a concern or complains about our school we will:

- ⇒ Listen to the verbal concern/complaint and try to resolve the issues.
- ⇒ Endeavour to resolve the issues in a mature and responsible way.
- ⇒ Advise the parent where they can obtain support and guidance – Oldham Council

PROCEDURE

Should the parents/carers wish to make a written complaint the school will follow the following procedure:

If a parent/carers wishes to formally complain about our school we will complete a complaints form with them, indicating clearly which area of care and education are being complained about and how this links to the legal requirements.

Following receipt of such a complaint Headmistress shall:

- ⇒ Investigate the complaint.
- ⇒ Inform the parents/carers of findings.
- ⇒ Inform the parent/carers of the action Headmistress taken/propose to take as a result of the complaint.
- ⇒ Record the complaint.
- ⇒ Record any action taken and the outcome of the complaint within 28 days of the complaint being made.
- ⇒ If relevant inform others of the complaint (for example the complaint was an allegation).

At all times school shall keep details of the complainant and family confidential, our record of the complaint however will be available to all parents to refer to.

In the first instance if you have a concern please speak to us (Headmistress) and we'll try to resolve the issue.

If this does not have a satisfactory outcome you can make a complaint verbally or in writing.

We'll always complete complaints record forms.

All complaints will be acknowledged within 48 working hours of receipt.

Complaints relating to the requirements will be investigated and the complainant will receive an account of the findings of the investigation and any action taken as a result of the complaint in writing within a 28 day period.

All complaints received are respected and treated with the strictest of confidence.

We'll do our best to resolve your complaint.

All associated documentation will remain confidential.

Dependant on the nature of your complaint we may need to inform Oldham Council.

The record of complaints will be kept for at least three years in accordance to the regulations.

FURTHER INFORMATION

we're aware that each child and family has very individual needs which we'll be more than happy to discuss with you.

TRAINING

We're committed to continuous professional development and we attend training opportunities to support our awareness and understanding.

HOW TO COMPLETE THE COMPLAINTS RECORD

School must keep a record of any complaints received and their outcome, and should notify the complainants of the outcome of the investigation within 28 days of receiving the complaint.

SOURCE OF COMPLAINT - school need to record here who made the complaint.

HOW IT WAS DEALT WITH – school must provide information on how you investigated the complaint. Record:

- ⇒ The process that was taken to ensure that the complaint was fully investigated, such as interviews, reviews of records
- ⇒ Who was involved in the investigation without identifying any individuals named in the complaint including assistants or any child
- ⇒ Any referrals have been made to an external agency, for example local authority environmental health departments or Safeguarding Children Board.

ACTIONS AND OUTCOMES - school must provide details about the outcome of investigation. Record:

- ⇒ Any action(s) identified during investigation.
- ⇒ Any action taken by another external agency, where school has their permission to do so
- ⇒ The outcome of investigation, identifying any areas where school feels that improvement could be make to school's provision

School shares an account of the findings of your investigation and the action, if any, that was taken or school is intend to take as a result of investigations with parents

The record of complaints must be kept for at least 3 years.