



## Concerns/Complaints

At Fairfield High School for Girls we undertake to provide an education that exceeds expectations. We recognise, however, that sometimes things can go wrong and people may need to raise concerns they have with school.

The majority of issues raised are concerns. We are committed to taking concerns very seriously, at the earliest stage. School needs to know as soon as possible if there is any cause for dissatisfaction. No-one should ever feel, or be made to feel, that raising a concern will adversely affect a pupil's future at the school, or place a pupil at a disadvantage in any way.

Often, the best way to resolve a concern is to raise it with that member of staff directly, so that they are given the opportunity to address and resolve the issue.

Fairfield High School aims to resolve concerns as fairly and as speedily as possible. The school will try to resolve every concern in a positive way.

If a concern cannot be resolved there may be the need to formalise the procedure and make a complaint.

This process is outlined in the school's Policy for Complaints and consists of four stages:

- Stage One – Concerns and difficulties dealt with informally
- Stage Two – Complaints formally investigated by the Headteacher (or designate)
- Stage Three – Complaints formally reviewed by the Chair of Governors (or designate)
- Stage Four – Independent Hearing

### Time Limits

The school aims to resolve concerns in a timely manner. However, it is important for people to recognise that school is a busy organisation and that whilst we do our best, it may not be possible to offer a response immediately.

Where a concern or complaint is submitted more than three months after the incident or event (or where the incident/s relate to a series of incidents or events, more than three months from the date of the latest incident or event), the school reserves the right to use its discretion not to investigate the complaint. This is in line with guidance from the Department for Education.

More details about this policy are available on request.

