Szkoła Przedmiotów Ojczystych im. Marii Skłodowskiej-Curie

CONCERNS AND COMPLAINTS PROCEDURE POLICY

Marie Skłodowska-Curie Polish Saturday School

Wimbledon-Putney • Registered Charity No. 1179554

Reviewed / updated	October 2026
Approval date	10.10.2026
Next review	October 2027
Review frequency	At least annually and after any serious incident or material change

1. Purpose

This procedure provides a fair, accessible and proportionate way for pupils, parents/carers, staff, volunteers and other stakeholders to raise concerns or complaints about the School's services, conduct or administration.

2. Matters outside this procedure

Safeguarding concerns, allegations that a child may be at risk of harm, or concerns about an adult working with children must be reported immediately under the Safeguarding and Child Protection Policy. They must not be delayed while a complaint is considered. Employment grievances, disciplinary matters and data-protection rights may also require a separate process.

3. Principles

- Complaints will be handled fairly, respectfully and without avoidable delay.
- The person complained about will normally have an opportunity to respond, unless doing so would conflict with safeguarding, legal or regulatory advice.
- Information will be shared only with those who need it to consider the matter.
- No person should suffer retaliation for raising a concern in good faith.
- The School may adapt the process where necessary to manage conflicts of interest or serious matters appropriately.

4. Stage 1 - informal resolution

Where appropriate, concerns should first be raised with the relevant teacher, member of staff or Headteacher so that the issue can be understood and, where possible, resolved promptly. Safeguarding concerns must not be dealt with only informally.

5. Stage 2 - formal complaint

A formal complaint should be sent in writing to the Headteacher and should explain what happened, the outcome sought and any relevant dates or supporting information. If the complaint concerns the Headteacher, it should be sent to the Chair of Trustees. If it concerns the Chair, it should be sent to another trustee nominated to handle the matter.

The School will acknowledge the complaint, consider the information reasonably available, seek further information where necessary and provide a written outcome. Target timescales may be extended where the matter is complex, during school closure periods or where external advice is required; the complainant should be kept informed of material delay.

6. Stage 3 - review

If the complainant remains dissatisfied, they may request a review by trustees who have not been materially involved in the earlier decision, where practicable. The review will consider whether the

complaint was handled fairly and whether the outcome was reasonable in light of the available information.

7. External bodies

Some matters may properly be raised with an external regulator or statutory body. The Charity Commission does not act as a general complaints service for individual disputes about a charity, but serious concerns about harm, misconduct or charity governance may fall within its regulatory remit. Data-protection concerns may be raised with the Information Commissioner's Office after the School has had an opportunity to address them, where appropriate.

8. Records and confidentiality

The School will keep a proportionate record of formal complaints, actions and outcomes. Complaint records will be stored securely and retained in accordance with the School's data-retention arrangements. Safeguarding records will be managed separately under safeguarding procedures.

9. Unreasonable or persistent conduct

The School may set reasonable limits on repetitive, abusive, threatening or otherwise unreasonable communications while continuing to consider any new substantive information or safeguarding concern.

10. Approval

Approved by: Board of Trustees, Marie Skłodowska-Curie Polish Saturday School

Approval date: As recorded in the Document Control table on the first page