

## **Handling Complaints Policy**

The Greek Primary School of London is funded by and belongs to Greek Ministry of Education, Responsible for its function is the Educational Office in the Greek Embassy of London ( 1A Holland Park, W11 3TP, London, Tel 0207 2210093)

The Educational Counsellor is Mr George Kosyvas.

The aim of the Handling Complaints Policy is to inform parents and carers of the Greek Primary School, the procedure they should follow in case they have a complaint.

Parents who have worries or complaints should:

1. Ask to talk to their child's class teacher as soon as the problem arises.
2. Give the teacher a fair chance to deal with the matter (one – two weeks)
3. If parents are still not satisfied, they make an appointment to see the Head teacher
4. If they would like to make their complaint formal, they can ask at the school office for the appropriate form.
5. The written complaint will be sent to the Educational Office, as soon as possible.
6. The Educational Counsellor will visit the school and he will make appointments with the Head teacher and the teacher involved in the matter of concern. When he'll make findings, he will proceed to recommendations available to the person who made the complaint and where relevant to the person complained about, send by electronic mail or otherwise. The copy will be made available for inspection on the school premises by the Head teacher.
7. For every complaint the school must keep records indicating whether they were resolved at the informal or formal stage.
8. The complaint records including correspondence and statements are confidential and can be checked only by Inspectors of the Greek Ministry or Ofsted.

This policy was updated on the 15<sup>th</sup> of March 2018.