

Treasure House (London) CIC



Complaints Procedure

Approved by:	Naomi Long Srikrotriam	Date: 1st September 2025
Approved by Governor	Sue Millington	On: 30th September 2025
Last reviewed on:	1st September 2025	
Next review due by:	1st September 2026	



1. Policy Statement

Treasure House (London) CIC aims to provide the highest standard of education and care. We welcome feedback and take all concerns seriously. This policy explains how to raise a concern or complaint and how it will be managed by the school.

2. Scope

This policy applies to complaints from parents, carers, pupils, staff, and the public, except those covered by separate statutory procedures (e.g., safeguarding, exclusions).

3. Aims

- Handle concerns and complaints fairly, promptly, and transparently
- Meet Ofsted 2025 requirements for independent schools
- Use complaints to support continuous improvement

4. How to Raise a Concern or Complaint

Stage 1: Informal Resolution

- **Who to contact:**
Raise your concern as soon as possible with the Headteacher (Naomi) or, if appropriate, the Deputy Head.
- **How:**
You can speak in person, phone, or email.
- **What happens:**
The Headteacher or Deputy Head will aim to resolve the issue informally within 5 school days.
- **Record keeping:**
A brief note will be made of the concern and outcome.

Stage 2: Formal Complaint

- **Who to contact:**
If the concern cannot be resolved informally, submit a written complaint (email or letter) to the Headteacher (Naomi).
If the complaint concerns the Headteacher, address it to the Deputy Head.
- **Acknowledgment:**
You will receive written acknowledgement within 3 school days.
- **Investigation:**
The Headteacher and Deputy Head will jointly investigate and provide a written response within 10 school days.
- **Record keeping:**
All formal complaints and outcomes will be recorded securely.

Stage 3: Review by Associate Governor

- **Who to contact:**

If you remain dissatisfied, you may ask for your complaint to be reviewed by the Associate Governor.

- **How:**

Write to the Associate Governor via the school's main office or email.

- **What happens:**

The Associate Governor will review the process and findings, may meet with you (if appropriate), and will respond in writing within 15 school days of receiving your request.

- **Record keeping:**

The outcome will be recorded, and any recommendations for school improvement will be shared with the Headteacher and Deputy Head.

Stage 4: External Referral

- If you are not satisfied after the Associate Governor's review, you may contact the Department for Education or Ofsted if the complaint relates to regulatory or safeguarding matters.

5. Accessibility

- The policy is published on our website and available in paper or alternative formats on request.

6. Record-Keeping & Confidentiality

- All complaints are recorded and stored securely.
- Records are available for Ofsted inspection.
- Data is managed in line with GDPR.

7. Learning from Complaints

- The Headteacher and Deputy Head review complaints termly to identify trends and improvement actions.
- The Associate Governor is informed of any significant issues or trends.

8. Monitoring & Review

- The Headteacher and Deputy Head will review this policy annually with input from the Associate Governor.

Summary Table: Who Handles What?

Stage	Who Handles?	Response Time
1	Headteacher or Deputy Head (informal)	5 school days
2	Headteacher & Deputy Head (formal written complaint)	10 school days
3	Associate Governor (review of process/outcome)	15 school days
4	Department for Education or Ofsted (external, if needed)	N/A