



COMPLAINTS AND CONCERNS POLICY

Polish School of Saint John Paul II in Leicester

1. Introduction

Polish School of Saint John Paul II in Leicester is committed to creating a safe, welcoming and supportive environment for pupils, parents, teachers and volunteers.

The school believes that strong cooperation between the school, parents and pupils is essential for children's development and the effective functioning of the school community. The school encourages open, calm and respectful communication and aims to resolve concerns at the earliest possible stage.

2. Purpose of the policy

The purpose of this policy is to:

- provide clear procedures for raising concerns and complaints,
- support constructive communication,
- ensure fair handling of complaints,
- protect the wellbeing of pupils and the school community.

3. Raising concerns and complaints

The school encourages all concerns or complaints to be resolved informally in the first instance through calm discussion.

Parents, carers, teachers or volunteers may raise concerns relating to:

- pupils,
- school organisation,
- communication,
- behaviour of staff members,
- safety and safeguarding,
- other matters connected with the operation of the school.

4. Complaints procedure

Concerns or complaints should first be raised with:

- a teacher,
- the school manager,
- the Deputy Headteacher
- or the Headteacher.

Complaints should be submitted by email.

The school will make every effort to respond within 7 days.



5. Complaints regarding the headteacher

If a complaint concerns the Headteacher, it should be submitted directly to the Deputy Headteacher or the School Manager. The complaint will be handled in accordance with the school's complaints procedure.

6. Recording complaints

The school may keep records of concerns and complaints for the purpose of:

- ensuring transparency,
- monitoring situations,
- supporting effective communication,
- protecting the school community.

All records will be stored in accordance with data protection requirements.

7. Communication standards

All individuals involved in the complaints process are expected to:

- treat others with respect,
- communicate calmly and appropriately,
- avoid aggressive or offensive language,
- act in the best interests of children and the school community.

8. Decision-making

In more complex or disputed situations, decisions may be made jointly during meetings involving the Headteacher, School Board or other individuals involved in resolving the matter.

9. Final provisions

The school is committed to handling complaints fairly, confidentially and in the best interests of children and the school community.

This policy will be reviewed regularly in line with the needs of the school.

Prepared by: School Manager

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