Giggling Panda Chinese School

Complaints Policy

Last review: August 2026
Next review: August 2027

1. Policy Statement

Giggling Panda Chinese School is committed to providing a safe, supportive and positive learning environment for all students, staff and families. We value open communication and take all concerns and complaints seriously. This policy sets out the procedure for raising and resolving complaints fairly and promptly in line with best practice for supplementary schools in the United Kingdom.

2. Scope

This policy applies to complaints raised by parents, guardians, students, staff members or visitors regarding any aspect of the School's operations. It does not cover safeguarding concerns, which should be reported directly to the Designated Safeguarding Lead (DSL) in accordance with the Safeguarding Policy.

3. Principles

• Complaints will be handled with fairness, respect and confidentiality.

• Concerns will be addressed as quickly as possible and resolved at the most informal level whenever appropriate.

• No person making a complaint will be disadvantaged as a result of doing so.

• Where the complaint relates to a specific campus or member of staff, it will be referred to the appropriate campus lead or Head Teacher.

4. Stages of the Complaints Procedure

Stage 1 – Informal Resolution

In the first instance, complaints or concerns should be raised directly with the relevant teacher or the Deputy Headteacher / Campus Lead. Most issues can be resolved quickly and informally through open discussion. If the complaint involves the campus lead, it should be referred directly to the Head Teacher.

The School will make every reasonable effort to acknowledge and respond to informal complaints promptly, normally within 10 school days, depending on staff availability and teaching schedules.

Stage 2 – Formal Review

If the complainant is not satisfied with the outcome of the informal stage, they may submit a formal written complaint to the Head Teacher by email at admin@gigglingpanda.co.uk. The complaint should include a clear description of the issue, relevant dates, and any previous steps taken.

The Head Teacher will investigate the matter, which may involve speaking with staff, parents, or other parties as appropriate. A written response outlining the findings and any actions to be taken will be provided within 20 school days of receiving the formal complaint.

Communication may be conducted in writing if a meeting or phone discussion is deemed inappropriate or unproductive. This helps ensure clarity, professionalism, and accurate record keeping.

The Head Teacher's decision represents the final stage of the School's complaints process.

5. Record Keeping and Monitoring

All formal complaints and their outcomes are recorded and retained securely by the Head Teacher. Records are reviewed annually to identify any recurring themes or issues that may inform staff training or policy improvement. Personal data and complaint details are handled in accordance with the Data Protection Act 2018.

6. Communication and Accessibility

This policy is available on the School's website and may also be requested in printed form. Parents and guardians are encouraged to discuss concerns promptly so that they can be resolved quickly and informally whenever possible.

7. Review and Approval

This policy is reviewed annually by the Senior Management Committee and approved by the Head Teacher. It may be updated earlier if there are changes in legislation or School procedures.