



COMPLAINTS POLICY

At Saint Sister Faustyna Polish Language School, we undertake to provide a friendly and safe environment in which students will be helped to achieve their potential, both academically and socially.

We believe that a close partnership between the school, parent /carers and students is essential to ensure student progress and well-being. In support of this, parents are invited to enter a Home- School Agreement (Regulamin ucznia i Regulamin rodzica). This agreement sets out the school's aims and values, as well as the responsibilities of the school and parents, and our expectations of students.

Through our programme of meetings between parent / carers and teachers, as well as through informal contact and individual meetings, we provide opportunities for parent / carers to raise matters of concern – about the progress and well- being of their child, teaching and learning, the curriculum or more general issues. If a concern is not resolved through discussion with a teacher, the parent / carer or the teacher can refer it to the Head teacher. Complaints from members of the public should be made directly to the Head- teacher.

The Head- teacher will offer a meeting with the parent or other complainant, as far as possible at a mutually convenient time. At that meeting, and through discussion, the Head- teacher, or their representative, will seek an acceptable outcome, to the satisfaction of all parties involved.