



Complaints Procedure

German Saturday School Hackney

The aim of the *German Saturday School Hackney* is to work in close partnership with all parents, to meet the needs of their children. If at any time you are not happy with the service we are offering you or your child, we hope you feel able to discuss your concern with a teacher or the head.

An appointment can be made to discuss the issue and hopefully settle the matter through frank and open discussion. Any concerns raised will not only be dealt with seriously, but also effectively and in a confidential manner.

The *German Saturday School Hackney* will always take complaints very serious. Our board members will investigate them carefully and professionally, and provide parents with an account of the findings of the investigation within 28 days of receiving their complaint. We will tell parents about any action taken, and parents can request confirmation by writing or email. We will keep records of all complaints, the discussion and any agreement reached.

This policy will be periodically reviewed.

The German Saturday School Hackney a non-profit Community Interest Company limited by guarantee registered in England and Wales No 12023147
www.germanschoolhackney.org.uk
info@germanschoolhackney.org.uk