# St Joseph Foundation UK

## Complaints Procedure

Policy Statement

St Joseph Foundation UK is committed to providing a high-quality educational experience and a safe, welcoming environment for all students, parents, staff and visitors. We take all complaints seriously and aim to resolve concerns promptly, fairly and transparently.

### 1. Informal Stage – Raising a Concern

- Wherever possible, concerns should initially be raised informally with the relevant teacher, member of staff or School Manager.
- The school will listen carefully, seek clarification and aim to resolve the issue promptly.
- Most concerns should be resolved informally within 5 working days.

### 2. Formal Stage – Making a Complaint

If the matter cannot be resolved informally, a formal complaint should be submitted in writing to the School Manager or Director of St Joseph Foundation UK.

The complaint should include:

- The nature of the complaint.
- Relevant dates and details.
- Any action already taken to resolve the issue.
- The outcome or resolution being requested.

The school will:

- Acknowledge receipt within 5 working days.
- Investigate the complaint fairly and confidentially.
- Speak to relevant individuals where necessary.
- Provide a written response, normally within 10 working days of acknowledgement.

If further investigation is required, the complainant will be informed of the expected timescale.

## 3. Appeal – Final Review

If the complainant is dissatisfied with the outcome, they may request a final review by the School Manger Leonardo Salerno or a Trustee who has not previously been involved in the matter.

A final written response will normally be provided within 10 working days.

## 4. Safeguarding and Serious Concerns

Any complaint involving child protection, safeguarding, abuse, discrimination, harassment or immediate risk to health and safety must be reported immediately to the Designated Safeguarding Lead (DSL) Leonardo Salerno or an appropriate senior member of staff.

Such concerns will be managed in accordance with the school's Safeguarding and Child Protection Policy and relevant statutory guidance. They will not be delayed by the ordinary complaints procedure, they must be delt with immediately.

## 5. External Escalation

If a complaint remains unresolved after the school's internal procedure, complainants may contact a relevant external organisation.

## 6. Confidentiality and Records

- All complaints will be handled sensitively and confidentially.
- No student, parent or member of staff will be treated unfairly for raising a genuine concern.
- A written record of formal complaints, investigations, decisions and actions taken will be maintained securely.
- Complaints will be reviewed periodically to identify improvements in the school's services and procedures.

***The Accademic Manager Hyosun Cha or The DSL must fill in the form M23 and take action in maximum 5 days, in case of Safegaurding concerns, they will not be delayed by the ordinary complaints procedure, they must be delt with immediately.***