



### **Record of formal complaints**

St Paul's Girls' School promotes open communication with parents and encourages a continuing dialogue between home and school throughout a girl's education. We aim to ensure that every complaint is managed sympathetically, efficiently and at the appropriate level, and resolved as soon as possible. We will try to resolve every complaint in a positive way with the aim of putting right a matter which may have gone wrong and, where necessary, reviewing our systems and procedures in light of the circumstances. Any issues which arise are normally dealt with informally through discussion and parents are fully involved in key decisions which affect their daughter's life at the school. Please refer to the school's complaints policy for further information on procedures for managing complaints.

The Independent Schools Inspectorate requires schools to publish the number of formal complaints in the preceding school year. A formal complaint is that which is raised formally with the High Mistress and registered under stage 2 of the school's complaints procedure as documented in the school's Complaints policy.

In the academic year 2016/17 there were **no** formal complaints.