



利茲華人中文學校
Leeds Chinese Community School
Registered Charity Number 516097

Complaint Procedure

We always try hard to improve our school and value your opinions. If you would like to raise concerns about the service provided by the school, below are the steps.

Stage 1

If you are dissatisfied with how your child is treated or taught, please speak to the responsible class teacher, or the deputy headteachers. Our staff and leadership team are keen to hear of your concerns and in most cases will be able to resolve the matter for you.

Stage 2

If the responsible class teacher or deputy headteachers have not been able to resolve your complaint to your satisfaction it can be progressed further by writing to the Headteacher, Dr Yi Ling Chan, at the address on our correspondence or website.

- We will acknowledge your complaint of receipt
- We will arrange a meeting with you at the earliest convenience
- A full investigation and independent review of your matter will be conducted, and a response provided within 4 weeks.
- If your complaint is of a complex nature, we may require more time. If this is the case, we will let you know when you will receive a full response.

Stage 3

If you are dissatisfied with the outcome or the way your complaint has been handled, you may write to Mrs Bei Gao, the Chairperson of the school committee board, who will lead the committee board to make such further investigations as are necessary. Bei Gao will inform you of the committee board's conclusions and any alternative proposals to resolve your complaint, usually within 4 weeks of a matter being referred to her in writing.

Stage 4

We will always try to settle your complaint internally. However, if we have been unable to do so you may take your complaint to the charity's regulatory body, the Charity Commission, by following the procedures on: <https://www.gov.uk/government/organisations/charity-commission>.