

Complaints Policy

Hungarian School St Albans C.I.C. is a registered Community Interest Company (Company No. 16007493). Registered address: 22 Wilshire Avenue, St. Albans, AL1 2PH.

Hungarian School St Albans C.I.C. is committed to handling complaints fairly, consistently, and in a timely manner. This policy explains the process for raising and resolving concerns.

Aims

To provide a clear process for raising concerns.

To resolve complaints quickly and fairly.

To improve our services through feedback.

Stages of Complaint

Stage 1: Informal – Speak directly to a teacher, volunteer, or leader.

Stage 2: Formal – Submit a written complaint to the leadership team.

Stage 3: Appeal – If unsatisfied, escalate to the Board of Trustees.

Stage 4: External – If still unresolved, refer to CIC Regulator or relevant body.

Confidentiality

All complaints will be handled sensitively and in accordance with GDPR.

Review

This policy will be reviewed annually.