



Parental Complaints Policy

The **Complaints Policy** aims to set out the standard about the manner in which complaints are handled when received from parents of pupils. This Policy also applies to the **Early Years Foundation Stage**.

The Policy is made available to parents of pupils by request. Parents are informed of this in the Information to Parents booklet given out at the start of the academic year; the same details are on the school's website. Details of how to request the Complaints Policy are also in the Information Booklet given to all prospective parents when requesting information about the school.

It is our policy to be open and that concerns and complaints are received in a positive manner.

What constitutes a concern or complaint?

A concern or a complaint is an expression of dissatisfaction with a real or perceived problem.

A concern or a complaint may be made if a parent thinks that the school has, for example,

- done something wrong
- failed to do something it should have done
- acted unfairly or impolitely

A concern or a complaint may be expressed either informally, or formally in writing, about the school as a whole, about a specific department in the school or about an individual member of staff. All concerns and complaints, whether informal or formal, are handled seriously.

What the School will do if a parent has a concern or complaint

All members of staff will deal with parental concerns which lie within their area of responsibility.

If approached about a matter which lies outside their remit, staff will refer it to the appropriate person and inform the parents.

It is our aim that any concern or complaint is acknowledged within 2 working days and addressed within 5 working days.

Matters incapable of resolution at a particular level should be referred to the appropriate senior person, with parents kept informed of the action being taken. This covers, for example, a complaint made to a relatively junior member of staff about a more senior colleague.

Senior staff will recognise when issues need to go straight to the Head, with whom the responsibility ultimately lies.

Certain parents may wish to go straight to the Head with their concerns, and this is respected. The Head may not be able to respond until she has consulted the staff who can help.

a) Any parent who has a complaint should raise it initially on an informal basis with the Head. In many cases, the matter will be resolved straightaway by this means to the parents' satisfaction.

b) If the matter is not resolved or if the parent is not satisfied with the response to the complaint made in accordance with that in a) then for a formal procedure to begin the complaint should be made in writing. This correspondence should be addressed to the Head. The Head will aim to address the complaint as soon as possible and normally within 14 days.

c) Where the parent is not satisfied with the response to the complaint as made in accordance with that in b) then the parent should put in writing their reasons for this to the Head and/or the Chair of Governors.

A panel will then be appointed by or on behalf of the Chair of Governors and consist of at least three people who were not directly involved in the matters detailed in the complaint. The panel hearing the complaint will consist of one panel member who is independent of the management and running of the School. The School will endeavour to set up a panel hearing as soon as practicable and normally within 14 days.

The matter will then be heard before this panel and the parent (or parents) will be able to attend and be accompanied at this panel hearing if they wish.

The panel will make findings and recommendations, and a copy of those findings and recommendations will be

- (i) sent by electronic mail or otherwise given to the complainant and, where relevant, the person complained about as soon as reasonably practicable and normally within 14 days of the panel hearing; and
- (ii) available for inspection on the School premises by the Chair of Governors and the Head

Applying to all Complaints

A written record will be kept of all complaints, whether they are resolved at the preliminary stage or proceed to a panel hearing;

All correspondence, statements and records relating to individual complaints will be kept confidential except where the Secretary of State or a body conducting an inspection under section 162A of the Education Act 2002 requests access to them.

Provision for the Early Years Foundation Stage (EYFS)

Further to the above, for any complaint received for EYFS then:

- (i) the record of complaints is kept for at least three years
- (ii) parents can make a complaint to Ofsted and/or ISI should they so wish.

The contact details for these two organisations can be found on the following websites:-

www.ofsted.gov.uk
www.isi.net