

Arbor Preparatory School



Policy on Complaints

for Arbor Preparatory School including EYFS

1 Introduction

- 1.1 We strive to provide a good education for all our children. The headteacher and staff work very hard to build positive relationships with all parents and carers. However, the school is obliged to have procedures in place in case there are complaints by parents or guardians. The following policy sets out the procedures that the school follows in such cases.
- 1.2 If any parents or carers are unhappy with the education that their child is receiving, or have any concerns relating to the school, we encourage them to talk to the child's class teacher immediately.

2 Aims and objectives

- 2.1 Our school aims to be fair, open and honest when dealing with any complaint. We give careful consideration to all complaints, and deal with them as swiftly as possible. We aim to resolve any complaint through dialogue and mutual understanding. In all cases, we put the interests of the child above all else. We provide sufficient opportunity for any complaint to be fully discussed, and then resolved.

3 The complaints process

- 3.1 If a parent is concerned about anything to do with the education that we are providing at our school, they should, in the first instance, discuss the matter with their child's class teacher. In our experience, most matters of concern can be resolved positively in this way. All teachers work very hard to ensure that each child is happy at school, and is making good progress; they naturally want to know if there is a problem, so that they can take action before it seriously affects the child's progress. This is recorded in the Record of Complaints book as an informal complaint held at the school.
- 3.2 Where the parent is not satisfied with the response to the complaint made in accordance with sub-paragraph (3.1), establishes a formal procedure for the complaint to be made in writing. This is recorded in the Record of Complaints book as a formal complaint held at the school. Acknowledgement will be given within 3 days of receipt of the written complaint. A full response will be made within 7 working days.
- 3.3 Where the parent is not satisfied with the response to the complaint made in accordance with sub-paragraph (3.2), makes provision for a hearing before a panel appointed by or on behalf of the proprietor and consisting of at least three people who were not directly involved in the matters detailed in the complaint. An arrangement for this to occur will be made within 7 working days of being advised by the parent of their dissatisfaction with the response. The hearing will normally occur within 15 working days.
- 3.4 Ensures that, where there is a panel hearing of a complaint, one panel member is independent of the management and running of the school.

- 3.5 Allows for a parent (or parents) to attend and be accompanied at a panel hearing if they wish where the parent is not satisfied with the response to the complaint made in accordance with subparagraph (3.2), makes provision for a hearing before a panel appointed by or on behalf of the proprietor and consisting of at least three people who were not directly involved in the matters detailed in the complaint.
- 3.6 Provides for the panel to make findings and recommendations and stipulates that a copy of those findings and recommendations is –
- (i) sent by electronic mail or otherwise given to the complainant and, where relevant, the person complained about; and
 - (ii) available for inspection on the school premises by the proprietor and the head teacher.
- 3.7 Provides for a written record to be kept of all complaints, and of whether they are resolved at the preliminary stage or proceed to a panel hearing.
- 3.8 Provides that correspondence, statements and records relating to individual complaints are to be kept confidential except where the Secretary of State or a body conducting an inspection under section 162A of the 2002 Act requests access to them.
- 3.9 The complaints procedure will usually take a maximum of 28 working days from the initial formal complaint being made.

4 Monitoring and review

- 4.1 The Management Team monitor the complaints procedure, in order to ensure that all complaints are handled properly. The headteacher logs all complaints received by the school, and records how and at what stage they were resolved.
- 4.2 The Management Team take into account any local or national decisions that affect the complaints process, and make any modifications necessary to this policy. This policy is made available to all parents and carers, so that they can be properly informed about the complaints process.
- 4.3 This policy will be reviewed every two years, or before if necessary.
- 4.4 We have had no formal complaints during the past year.

Signed:

Date: February 2011