

## **Rosemary Works School Complaints Policy**

### **1 Introduction**

- 1.1 We believe that our school provides a good education for all our children, and that the Heads and other staff work very hard to build positive relationships with all parents. However, the school is obliged to have procedures in place in case there are complaints by parents. The following policy sets out the procedure that the school follows in such cases.
- 1.2 If any parent is unhappy with the education or care that their child is receiving, or has any concern relating to our service, we encourage that person to talk to their child's class teacher, or the school administrator, immediately.
- 1.3 We deal with complaints in accordance with procedures set out by the DFE.
- 1.4 This policy applies to the EYFS: if parents are concerned that the school is not meeting its EYFS requirements they may contact the ISI to report their concerns, at the address below

### **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 and, in all cases, we put the interests of the child above all other issues. We provide sufficient opportunity for any complaint to be fully discussed, and then resolved.

### **3 The complaints process**

- 3.1 If any parent is unhappy with the education that their child is receiving, or has any concern relating to the school, we encourage that person to talk to the child's class teacher immediately. This allows for complaints to be made and considered initially on an informal basis. Complaints at this stage will be responded to within 5 working days.  
If parents are not satisfied with the response to an informal complaint, a formal complaint may be made in writing, and this will be investigated and responded to within 14 working days.
- 3.2 Written complaints about the fulfilment of the EYfS requirements will be investigated and the complainant notified of the outcome of the investigation within 28 days.
- 3.3 If parents are not satisfied with the response to a written complaint, there is the possibility of a hearing before a panel appointed by the proprietor of at least three people who have not been directly involved in the matters detailed in the complaint, one member of which is independent of the management and running of the school. Parents may attend the panel hearing and be accompanied if desired.
- 3.4 The complaints panel procedure allows for the panel to make findings and recommendations. The complaints panel will respond within 28 days. The

complainant, proprietors and Directors and, where relevant, the person complained about will be given a copy of any findings and recommendations.

**3.5** Written records are kept of all complaints, indicating whether they were resolved at the preliminary stage, or whether they proceeded to a panel hearing. Written Complaints and their associated correspondence, statements and records are stored securely in the Management Folder

**3.6** Complaints are treated as confidential as are records and correspondence relating to the complaints, except where the Secretary of State or a body conducting an inspection under section 162a of the 2002 Act requests Access to them.

#### **4 Monitoring and review**

**4.1** The directors monitor the complaints procedure, in order to ensure that all complaints are handled properly. The directors logs all complaints received by the school and records how they were resolved. The director examines this log on an annual basis. The Board of Directors is responsible for this policy, and it is reviewed and agreed at Board Meeting.

**4.2** The head teachers 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, so that they can be properly informed about the complaints process.

## COMPLAINTS PANEL PROCEDURE

1. If the complainant is still not satisfied, a panel of three people will be convened to hear the complaint and make a final decision about it on behalf of the school. The panel will consist of at least 3 people who were not directly involved in previous consideration of the complaint. One member of the panel is independent of the management and running of the school. The remaining members of the panel will be the Owners of the school who will be responsible for the appointment of the panel.
2. The primary function of the complaints panel is to decide on the merits or otherwise of the complaint. However, the panel will also play an important role in attempting to resolve the complaint. The panel will reach a decision on whether the complaint is upheld or rejected and may call for certain action to be taken by the school or the parents.
3. The panel should invite written evidence from the complainant and the Director/s on the complaint and the action taken to resolve it. Any written evidence will be circulated to all parties before the hearing.
4. The hearing will proceed as follows:
  - Introduction by the chair of the panel
  - Complainant makes statement of complaint and outcome sought
  - Questions to complainant by panel and Director/s
  - All parties hear and question any witnesses called by complainant
  - Director/s make statement
  - Questions to Director/s by panel and complainant
  - All parties hear and question any witnesses called by Director/s
  - Complainant makes final statement
  - Director's makes final statement
  - Panel withdraws and reaches decision
5. The meetings will be minuted and recorded by a secretary. Care should be taken in identifying a clerk. A member of staff such as the school secretary will act as secretary, although consideration will be given to the sensitivity of the particular complaint. Both the complainant and the Director/s will be entitled to be accompanied if they wish.
6. The decision reached by the panel will be notified to the complainant. Only a brief summary will be provided with no detailed or named information; this will ensure that any further actions will not be jeopardised.

Stage 1 – Informal

First level complaint – parents should try to resolve the problem directly with staff if appropriate, or via the office.

They should receive a response within 5 working days.\*

Resolved?

→

Yes. No further action

No

Parent advised to raise matter with the school Head.

Stage 2

Complaint to the owners.

Owners to investigate and respond within 14 working days.\*

Resolved?

→

Yes. No further action

No

Advise parents how to move on to the formal stage of the procedure

Stage 3 – Formal

A complaints panel will meet to consider the complaint and will respond within 28\* days.

\*SCHOOL HOLIDAY PERIOD: during the school holidays every effort is made to deal with complaints in a timely manner, however it may be impossible to fully investigate concerns if staff are out of contact with the school, therefore we will deal with complaints as soon as is practicable.

If parents believe we are not meeting our EYFS requirements, they may contact the ISI or OFSTED at the following addresses:

Independent Schools Inspectorate  
CAP House  
9 - 12 Long Lane  
London  
EC1A 9HA  
020 7710 9900  
[concerns@isi.net](mailto:concerns@isi.net)

Independent and Boarding Team  
Department for Education  
Mowden Hall  
Staindrop Road  
Darlington  
DL3 9BG

We have received one formal complaint in the past twelve months.

November 2017