



Complaints Procedures Policy

We strive to make The French Nursery and The Spanish Nursery Schools a safe, nurturing and stimulating environment for every child. We hope that any difficulty can be efficiently and sensitively handled before it reaches the complaint stage. However, it is recognised that there are times when there will be issues that are not resolved to the satisfaction of parents and that they will wish to make a complaint. If parents or pupils do have a complaint, the school will treat it in accordance with the policy and procedures detailed below. Responding to complaints will be given the highest priority by the school and will be dealt with comprehensively.

In situation concerning alleged abuse, the Safeguarding and Child Protection Policy take precedence over the following complaints procedures

Stage 1 – Informal Resolution

- It is hoped that most complaints and concerns will be resolved quickly and informally.
- If parents have a complaint they should normally contact their child's class teacher.
- If the class teacher cannot resolve the matter alone, it may be necessary to consult the officer in charge.
- The class teacher will make a written record of all concerns and complaints and the date on which they were received. Should the matter not be resolved immediately, receipt of the complaint will be acknowledged within five days and a response provided within ten working days. If a response cannot be provided within that time, or in the event that the class teacher and the parent fail to reach a satisfactory resolution then parents will be advised to proceed with their complaint in accordance with Stage 2 of this Procedure.
- The proprietor must be informed.

Stage 2 – Formal Resolution

- If the complaint cannot be resolved on an informal basis, then the parents should put their complaint in writing to the officer in charge filling the form provided (Please see Appendix A), stating the nature of the complaint and how the school has handled so far. The officer in charge will decide, after considering the complaint, the appropriate course of action to take within five working days of receipt of the written complaint.

- In most cases, the officer in charge will meet the parents concerned to discuss the matter within two working days. If possible, a solution will be reached at this stage.
- If a resolution cannot be reached or it is necessary for the officer in charge to carry out further investigations, the complainants will be informed in writing within ten further days of the outcome of the investigation the parents will be informed of this decision in writing. The officer in charge will also give reasons for the decision.
- Parents must be informed in writing of the outcome of the investigation within 28 days of making the complaint.
- The officer in charge will keep written records of all meetings and interviews held in relation to the complaint.
- If parents are still not satisfied with the decision, they should proceed to Stage 3 of the Procedure.

Stage 3 – Hearing

- If following a failure to reach an earlier resolution, a parent seeks to invoke Stage 3, they will be referred to the Proprietor. The Proprietor will make provision for a hearing before a Panel of at least three people who are not directly involved in the matters detailed in the complaint. Where there is a Panel hearing to deal with the complaint, one person will be independent of the management and the running of the school¹.
- The Proprietor, will be responsible for the appointment of the Panel and the management of the complaint has the following clear timetable.
- The Panel will acknowledge the complaint and will schedule a hearing to take place as soon as practicable and normally within fourteen working days.
- If the Panel deems it necessary, it may require that further particulars of the complaint or any related matter be supplied in advance of the hearing. Copies of such particulars shall be supplied to all parties not later than three days prior to the hearing.
- The parents may attend be accompanied to the hearing by one other person. This may be a relative, teacher or friend. Legal representation will not normally be appropriate.
- If possible, the Panel will resolve the parents' complaint immediately without the need for further investigation.
- Where further investigation is required, the Panel will decide how it should proceed.

¹ The DfE has agreed that such person may be the Head/Officer in Charge of another school

- After due consideration of all facts considered relevant, the Panel will reach a decision and may make recommendations, which it shall complete within ten working days of the Hearing. The Panel will write to the parents informing them of its decision and the reasons for it.
- The Panel's findings and recommendations will be sent in writing to the complainant, the Officer in Charge, the Proprietor and, where relevant, the person regarding whom the complaint was made. A copy of the complaint and findings / recommendations will be made available for inspection on the school premises, on request.

Stage 4 - Final Appeal

- If the parents continue to be dissatisfied the final stage may be invoked. All complainants have the right, as a last resort, to appeal to the Secretary of State for Education, if they still feel that their complaint has not been properly addressed.

This exhausts the complaints procedure.

Recording of Complaints

All complaints, and the outcome of the individual complaint, are recorded in the Complaints Register. The stage at which the complaint is concluded, whether at the preliminary or the final, is appropriately noted. A record of formal complaints will be kept on file for three years.

Confidentiality

Parents can be assured that all concerns and complaints will be treated seriously and confidentially. Correspondence, statements and records will be kept confidential except where disclosure is required in the course of a school's inspection or where any other legal obligation prevails.

Parents are welcome to contact the school to request the number of formal complaints that there have been during the last 12 months.

Parents of children in the EYFS are entitled to make a complaint directly to Ofsted and/or to contact Ofsted at any stage of the complaint's procedure.

Ofsted:

www.ofsted.gov.uk

Telephone number: 03001231231

Email: enquiries@ofsted.gov.uk

Address: Piccadilly Gate, Store Street, Manchester M1 2WD

(These details are also displayed on our setting's notice board)

This policy was adopted at a meeting of *The French Nursery and The Spanish Nursery Schools*

Held on: _____

Date to be reviewed: _____

Signed on behalf of the management
committee:

Name of signatory: _____

Role of signatory: _____