



LEWESTON PREP

LEWESTON PREPARATORY SCHOOL PARENTAL COMPLAINTS PROCEDURE

Introduction

At Leweston Preparatory School, staff, parents and pupils work together to create a happy, caring learning environment, which truly reflects the Christian beliefs and ethos of the Foundation.

This Parental Complaints Procedure Policy provides equality of access and opportunity to all in a spirit of Christian love, with understanding and acceptance of individual differences and respect for all persons. The guiding principle for all aspects of school life is to treat others as we ourselves would wish to be treated. This embraces the understanding that everyone has responsibilities, rights and deserves respect.

This policy meets the requirements of the Early Years Foundation Stage (EYFS). All members of staff have been given access to this policy as part of their induction and it has been explained to and is accessible to all parents. This is communicated to the EYFS parents during the Welcome Sessions.

Leweston Preparatory School has long prided itself on the quality of the teaching and pastoral care provided to its pupils. However, if parents do have a complaint, they can expect it to be treated by the School in accordance with this Procedure.

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 **at the earliest possible opportunity raise the matter initially with the Form Teacher**. In many cases, the matter will be resolved straightaway by this means to the parents' satisfaction. If the Form Teacher cannot resolve the matter alone, it may be necessary for her/him to consult other or senior staff.
- **If the complaint remains unresolved, the parent should raise the matter with the Headteacher, preferably in person by appointment or in writing**. The Headteacher may delegate handling of the complaint to the Deputy Headteacher or other suitable senior colleague.
- Complaints made directly in the first instance to the Deputy Headteacher or the Headteacher will usually be referred to the relevant Form Teacher unless the Deputy Headteacher or Headteacher deem it appropriate for him/her to deal with the matter personally.
- The Deputy Headteacher or Headteacher will make a written record of all concerns and complaints notified to them and the date on which they were received. Should the matter not be resolved within fourteen (14) days or in the event that the staff member 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.

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 Headteacher. The Headteacher will decide, after considering the complaint, the appropriate course of action to take.

- In most cases, the Headteacher will contact the parents concerned, normally within five (5) days of receiving the complaint, to respond. If possible, a resolution will be reached at this stage.
- It may be necessary for the Headteacher to carry out further investigations.
- The Headteacher will keep written records of all meetings and interviews held in relation to the complaint. In accordance with our EYFS provision the record of complaints is kept for at least three years
- Once the Headteacher is satisfied that, so far as is practicable, all of the relevant facts have been established, a decision will be made and parents will be informed of this decision in writing. The Headteacher will also give reasons for her/his decision.
- **If the decision of the Headteacher is not acceptable the parent may refer the matter in writing to the Chairman of the Governing Body.** Such action initiates Stage 3 of this Procedure.

Stage 3 – Panel Hearing

- The Chair of the Governing Body, or another Governor who is her/his nominee, will schedule a hearing of the Complaints Panel within 28 days, to which the matter will be referred for consideration.
- The Panel will consist of at least three persons not directly involved in the matters detailed in the complaint, one of whom shall be independent of the management and running of the School. Each of the Panel members shall be appointed by the Chair of Governors.
- 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 14 days prior to the hearing.
- The parents may 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 be carried out. After due consideration of all facts they consider relevant, the Panel will reach a decision and may make recommendations, which it shall complete within 28 days of the Hearing. In accordance with our EYFS provision, complainants will be notified of the outcome of an investigation within 28 days of having received the complaint.
- The Panel will write to the parents informing them of its decision and the reasons for it. (The decision of the Panel will be final.) A copy of the Panel's findings and any recommendations will be (a) sent by electronic mail or otherwise given to the complainant and, where relevant, the person complained about. (b) available for inspection on the school premises by the Governors and the Headteacher,

NOTES:

- I. Passages in bold type above are quoted direct from paragraph 2.9 of the Parental Contract. This document amplifies that paragraph.

2. A written record will be kept of all complaints, and of whether they are resolved at the preliminary stage or proceed to a panel hearing.
3. In accordance with our EYFS provision, the setting will provide Ofsted (and ISI) on request, with a written record of all complaints made during any specified period, and the action which was taken as a result of each complaint.
4. Parents can be assured that all concerns and complaints will be treated seriously and confidentially. 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 2002 Act, as amended, requests access to them or where any other legal obligation prevails.

Should a parent remain dissatisfied with the school's complaints procedures they may contact Ofsted (and/or ISI):

Ofsted South
Freshford House
Redcliffe Way
Bristol
BS1 6NL
Email: enquiries@ofsted.co.uk
OFSTED Telephone Number: 08456 404040

Independent Schools Inspectorate (ISI)
CAP House
9 - 12 Long Lane
London
EC1A 9HA
Email: info@isi.net
ISI Telephone Number: 020 7600 0100
Fax 020 7776 8849

If the complaint concerns a boarder and the school procedures are not found satisfactory, parents may also contact:

Commission for Social Care Inspection
Poole Office Unit 4
New Fields Business Park
Stinsford Road
Poole, Dorset BH17 0NF

In the preceding school year Leweston Prep registered no complaints under the formal procedure.