

The White House Preparatory School
Woodentops Kindergarten and Woodentops Day Nursery

PREP SCHOOL and EARLY YEARS
COMPLAINTS POLICY and PROCEDURE (6)

The White House Preparatory School and Woodentops Kindergarten and Day Nursery aims to be a listening and responsive school. We encourage pupils, parents and staff to inform us of their concerns while they are still minor ones which can more easily be resolved. It is hoped that most concerns and complaints will be resolved quickly and informally. Last academic year there were no formal complaints.

PUPILS

- Pupils who have concerns or complaints should in the first instance talk to their Class Teacher or Nursery Key Worker.
- If the resolution is more complex, issues may then be passed on to the Headteacher, Head of Early years or Principal.
- A written record will be kept of all significant concerns and complaints, the date on which they were received and the details of the subsequent investigation.
- Pupils should always be kept informed, both of how the matter has been investigated and of the resolution.
- There should normally be an agreed resolution within 14 days.
- If parents become formally involved the procedure described below will apply.

PARENTS

Stage 1- Informal Resolution

- Parents who have any concerns or complaints should normally contact the teacher concerned (if it is an academic matter) or the Class Teacher / Key Worker (if it is a pastoral matter) in the first instance, either by letter or by telephone or in person. Staff will always liaise closely with the Headteacher or Principal when dealing with parental concerns and complaints.
- We will endeavour to acknowledge such letters or telephone calls within 48 hours (excluding weekends and holidays) of their receipt and to inform parents of how we intend to investigate the matter.
- A written record will be kept of all concerns and complaints, the date on which they were received and the details of the subsequent investigation.
- A letter will always be written to parents as a “closure”, indicating how the issue has been dealt with and what the outcome is.
- In the event of a failure to reach a satisfactory resolution parents will be advised to pursue their complaint in accordance with the Stage 2 procedure set out below.

Stage 2 – Formal Resolution

- Parents whose complaint has not been resolved by the Stage 1 process, the Headteacher will speak to the parents concerned, normally within 7 days of receiving the complaint, to discuss the matter. If possible, a resolution will be reached at this stage.
- The Headteacher and Principal will decide, after considering the complaint, the appropriate course of action to take.

- Normally there will be a meeting with the parents concerned to discuss the complaint within 7 days of receiving it.
- The Headteacher/ Head of Early Years and Principal will then carry out any necessary further investigations.
- Written records of all meetings and interviews held in relation to the complaint will be maintained.
- Once the Headteacher/Head of Early Years and Principal 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/Head Of Early Years and Principal will also give reasons for the decision.
- If parents are still not satisfied with the decision, they should proceed to Stage 3 of this procedure.

Stage 3 – Panel Hearing

- If parents seek to invoke Stage 3 (following a failure to reach an earlier resolution), they will be referred to the Complaints Panel.
- The Panel will consist of at least three persons not directly involved in the matters detailed in the complaint, one of whom is independent of the management and running of the school. Each of the Panel members shall be appointed by the school. The Panel, will then acknowledge the complaint and schedule a hearing to take place as soon as practicable and normally within 21 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 7 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 7 days of the hearing.
- 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. The Panel's findings and, if any, recommendations will be sent in writing to the parents, the Head, and where relevant, the person about whom the complaint was made.

Parents can be assured that all concerns and complaints will be treated seriously and confidentially. Correspondence, statements and records will be kept confidential except in so far as is required of the school by paragraph 6(2)(j) of the Education (Independent Schools Standards) Regulations 2003; where disclosure is required in the course of the school's inspection; or where any other legal obligation prevails

EYFS Procedure

In the event of complaints regarding EYFS the above procedures. All written complaints relating to the fulfilment of the EYFS requirements, complainants will be notified of the outcome of the investigation within 28 days of receiving the complaint.

WRITTEN COMPLAINTS RELATING TO THE REQUIREMENTS UNDER THE STATUTORY FRAMEWORK FOR THE EYFS: The Whitehouse Preparatory School and Woodentops Kindergarten and Day Nursery will provide Ofsted, 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. The record of any such complaints will be kept for at least three years.

COMPLAINTS TO OFSTED REGARDING EYFS SERVICE PROVIDERS: Parents may also complain directly to Ofsted if they wish. Ofsted may be contacted on 0300 123 4234 or by email: enquiries@ofsted.gov.uk

COMPLAINTS TO ISI REGARDING EYFS SERVICE PROVIDERS: Parents may also complain to ISI if they wish. ISI may be contacted on 020 7600 0100 or by email: concerns@isi.net

Recording Complaints

Following resolution of a complaint, the school will keep a written record of all complaints for three years, whether they are resolved at the preliminary stage or proceed to a panel hearing.

Written records will be kept:

- I. Whether they are resolved following a formal procedure, or proceed to a panel hearing; and
- II. Action taken by the school as a result of these complaints (regardless of whether they are upheld).

At the school's discretion, additional records may be kept which may contain the following information:

- Date when the issue was raised
- Name of parent
- Name of pupil
- Description of the issue
- Records of all the investigations (if appropriate)
- Witness statements (if appropriate)
- Name of member (s) of staff handling the issue at each stage
- Copies of all correspondence on the issue (including emails and records of phone conversations)

Correspondence, statements and records relating to individual complaints will be kept confidential except to the extent required by paragraph (k) of Schedule 1 to the Education (Independent Schools Standards) (England) Regulations 2010, by the Secretary of State or where disclosure is required by the ISI under Section 162A of the Education Act 2002 (as amended), or under other legal authority.

There have been no complaints in the last academic year.

| Policy will be reviewed annually | | | |
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| Policy reviewed: | Sept 16 | By: | Headteacher |
| Policy reviewed: | Sept 17 | By: | Headteacher |
| To be reviewed: | Sept 18 | By: | Headteacher |