

# BRONTE SCHOOL



## COMPLAINTS POLICY

### (Including EYFS)

	Date	Signed
Date reviewed	November 2010	(Mr Richard Dyson – Headteacher)
Ratified by Proprietors	February 2011	(Mr Peers Carter & Mrs Susan Carter)
Date of next review	November 2012	

## **Policy on Complaints**

### **1 Introduction**

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. 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.

If any parents 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, either face-to-face, or via the contact book.

If the school itself cannot resolve a complaint, those concerned can refer the matter to the Proprietors.

### **2 Aims and objectives**

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**

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. When a concern is raised with the class teacher, the teacher will endeavour to respond within 24 hours.

Where parents feel that a situation has not been resolved through contact with the class teacher, or that their concern is of a sufficiently serious nature, they should make an appointment to discuss it with the headteacher. The headteacher considers any such complaint very seriously, and investigates each case thoroughly. The headteacher will endeavour to respond within 48 hours. Most complaints are normally resolved by this stage.

Should any parents have a complaint about the headteacher, they should make an informal approach to the Proprietors, who are obliged to investigate it. The Proprietors will do all they can to resolve the issue through a dialogue with the school, but if parents are unhappy with the outcome, they can make a written complaint, as outlined below.

Only if an informal complaint fails to resolve the matter should a written complaint be made to the Proprietors. This complaint must state the nature of the complaint, and how the school has handled it so far. The parent should send this written complaint to the Proprietors.

The Proprietors must consider all written complaints within three weeks of receipt. They will arrange a meeting to discuss the complaint, and will invite the person making it to attend the meeting, so that s/he can explain the complaint in more detail. The school gives the complainant at least three days' notice of the meeting.

After hearing all the evidence, the Proprietors will consider their decision and inform the parent about it in writing. The Proprietors do all they can at this stage to resolve the complaint to the parent's satisfaction.

If the complaint is not resolved, a parent may decide to remove their child from the school. However, the parents need to be aware of the rules relating to a term's notice.

Where parents are not satisfied with the response to the complaint, the proprietors make provision for a hearing before a panel appointed by / on behalf of the proprietor and consisting of at least three people who were not directly involved in the matter detailed in the complaint, one person to be independent of the management and running of the school. The parent(s) involved will be allowed to attend such hearing and be accompanied if they so wish.

When the panel have presented findings and recommendations, a copy of those findings and recommendations is; (a) sent by electronic mail or otherwise given to the complainant and, where relevant, the person complained about, and (b) is available for inspection on the school premises by the proprietor and the head teacher.

A written record should be made and kept of all complaints, along with details of the stage at which the complaint was resolved. Correspondence, statements and records relating to complaints should be kept confidential, (although must be available to the Secretary of State or a body conducting an inspection under Section 162A of the 2002 Act).

Records of complaints, including those from EYFS, should be kept for at least three years.

In the unlikely event of dissatisfaction with the school's actions parents may make a complaint to Ofsted (Office for Standards in Education) and/or ISI (Independent Schools Inspectorate). The contact details for these two organisations may be found on their websites: [www.ofsted.gov.uk](http://www.ofsted.gov.uk) and [www.isi.net](http://www.isi.net). OFSTED can also be contacted by e-mail at [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk) or by telephone on 0300 123 4666. ISI can be contacted by e-mail at [durrellbarnes@isi.net](mailto:durrellbarnes@isi.net) or by telephone on 020 7776 8830.

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

The Proprietors 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 they were resolved. The proprietors examine this log on an annual basis and consider the need for any changes to the procedure.

The proprietors take into account any local or national decisions that affect the complaints process, and suggest 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. A copy of the policy can be found in a file of 'Information for Parents' located in Reception.

This policy will be reviewed every two years, or before if necessary.

**Signed:**

**Date:** 30<sup>th</sup> November 2010