

The Froebelian School: How we deal with Concerns or Complaints

The Froebelian School welcomes suggestions and comments from parents, and takes seriously complaints and concerns that may arise. This policy is available, on request, to any current parent and pupil or to those who have registered for future entry. It will show you how to use our complaints procedure.

A complaint will be treated as an expression of genuine dissatisfaction which needs a response.

We wish to ensure that:

- parents wishing to make a complaint or to raise a serious concern know how to do so
- we respond to complaints or serious concerns within a reasonable time and in a courteous and efficient way
- parents realise that we listen and take complaints seriously
- we take action where appropriate

STAGE ONE

“How should I complain?”

You can talk directly to a member of staff; write a letter, email or telephone. Be as clear as possible about what is troubling you. We will keep a written record of all complaints.

It is best to start with the person most closely concerned with the issue - for example, to raise music concerns with the Music Co-ordinator.

If you refer a matter to a more senior member of staff, for example, the Foundation Stage Co-ordinator, it will probably be referred to the most appropriate member of staff. We will keep a written record of any complaint.

“I don’t want to complain as such, but there is something bothering me.”

The school is here for you and your child, and we want to hear your views and your ideas. Please contact a member of staff, as described above. The vast majority of concerns are resolved quickly and informally, although we will keep a written record of any significant issues.

“I am not sure whether to complain or not.”

If as parents or guardians you have concerns, you are entitled to raise them. If in doubt, you should contact the school as we are here to help.

“What will happen next?”

In many circumstances, the person you contact will need to discuss the matter with a colleague and consider it further before responding. If a detailed exploration of the issues is needed, you will be given a response as quickly as possible, normally within a week and definitely within two weeks. This will explain the conclusion, the reasons for it, and any action taken or proposed. We will keep a written record of this.

“What happens about confidentiality?”

Your complaint or concern will be treated in a confidential manner and with respect. All 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 163 of the 2002 (Independent Schools Inspection) Act requests access to them.

Knowledge of a complaint will normally be limited to the Head and those who need to be involved. The Chairman of School Council (governors) may also need to be informed. It is the school’s policy that complaints made by parents should not reflect adversely on their children.

We cannot entirely rule out the need to make third parties outside the school aware of the complaint and possibly also the identity of those involved. This would only be likely to happen where, for example, a child’s safety was at risk or it became necessary to refer matters to the police. You would be fully informed.

While information relating to specific complaints will be kept confidentially on file, we would point out that anonymous complaints may not be pursued. Action which needed to be taken under staff

disciplinary procedures as a result of complaints would be handled confidentially within the school.

“Do you keep records?”

We maintain a written record of all complaints, and of whether they are resolved at a preliminary stage or proceed to a panel hearing. Such records are treated as confidential (see above).

STAGE TWO

“What if I am not satisfied with the outcome?”

We hope that you will feel satisfied with the outcome, or at least that your concerns have been fully and fairly considered.

If you are not satisfied, you may write to the Head to request an interview. The Head will respond within a week and will seek to resolve any outstanding issues, usually by holding a meeting with you. Following consultation and/or further consideration, the Head will write within two weeks to explain the outcome. A written record will be kept of this process.

STAGE THREE

“If I am still dissatisfied may I appeal?”

If the intervention of the Head does not bring about a resolution, you may write to the Vice- Chairman of School Council c/o the School Office, providing a copy of your letter for the Head. The Vice- Chairman will respond within a week and, if appropriate, will arrange for a panel to examine your complaint. The panel will convene within two weeks and will consist of at least three persons, one of whom shall be independent of the current management and running of the school, and none of whom will be directly involved in the matter of complaint.

You will be invited to a meeting with the panel which the Head will normally attend. You may be accompanied by one other person, but legal representation will not normally be appropriate. Following this review, the chairman of the panel will write to you, the School Council and the Head to explain the outcome. The panel will present findings and recommendations and these will be communicated to all relevant parties (e.g. the full governing body, the Head, the person(s) complained about and the person(s) who made the complaint).

Ofsted

Ofsted is responsible to the government for monitoring standards regarding the provision of care and services for children under eight years of age. **Only** the following aspects of provision for children aged under eight at the Froebelian School are monitored by Ofsted:

- Homework and Activities Club (after school care)
- Little Acorns (LKG in the afternoon)
- Breakfast Club
- Holiday Clubs (e.g. Summer Holiday Club)

Having followed the steps set out in the rest of this complaints procedure, if any parents wish to complain to Ofsted regarding any of the above provisions for children aged under eight, they should write to:

Ofsted
Stockdale House
Headingley Office Park
Leeds LS6 1WA
Tel: 0113-2158400

The school recognises and acknowledges your entitlement to complain and we hope to work with you in the best interests of the children in our care.

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