

Stratford Preparatory School

Complaints Policy

A copy of this policy for Early Years Foundation Stage (EYFS) and Main School, is available to all parents and prospective parents on request. It is also on our school website.

Aims and objectives

Our school aims to be fair and open when dealing with any complaint. We give careful consideration to all complaints and deal with them as swiftly as possible. We aim to resolve complaints through dialogue and mutual understanding and, in all cases, we put the interests of the child first. We provide sufficient opportunity for complaints to be fully discussed, and then resolved.

We believe that our school provides an outstanding education for all of its pupils, and that the Headmaster and all his staff work very hard to build positive relationships with parents. However, the school is obliged to have procedures in place in case there are complaints by parents.

The school phone is transferred to a member of the management team's mobile during holidays, so contact is always possible.

The complaints process

If any parent is unhappy with the education that their child is receiving, or has any concerns relating to the school please refer to the following:

Stage One (Informal)

- Class teacher / staff member. An informal appointment should be made through the school office allowing sufficient time for the matter to be discussed thoroughly.
- Where a parent feels that the complaint has not been resolved through contact with the class teacher / staff member they should make an informal appointment through the school office to discuss the matter with the Headmaster.
- Should a parent have a complaint about the Headmaster he/she should make an informal appointment with the school office to discuss the matter with the Principal.
- Should a parent have a complaint about the Principal he/she should make an informal appointment with the school office to discuss the matter with the Headmaster.

The Stage One process should take no longer than 7 days.

Stage Two (Formal)

Should a parent feel that their complaint has not been resolved to their satisfaction during Stage One, they should refer to the following:

- A formal letter should be written outlining the complaint and this should be posted or handed into the school office. This letter should state clearly the nature of the complaint providing as much detail as is possible. Should help be required with this stage please ask the school office and an impartial person will be found to help you. All correspondence will be confidential.
- The letter should be addressed to the Principal, Mrs C. Quinn or the Headmaster Mr. N Musk.

The Stage Two process should take no longer than 7 days.

Stage Three (Panel hearing)

- Where a parent is not satisfied with the response to the complaint made at Stage Two provision will be made for a hearing before a panel appointed by or on behalf of the Proprietor and consisting of people who are not directly involved in the matters detailed in the complaint. The panel will normally be appointed within 14 days.
- One of the above panel members will be independent of the management and running of the school.
- Parents will be invited to attend the hearing and maybe accompanied if they wish.
- The panel will then provide a copy of their findings to the complainant and where relevant the person complained about with any findings or recommendations. These findings will also be made available to the Proprietor and the Headmaster.
- A written record of all complaints should be kept by the school on the school premises.
- The written record will identify at which stage the complaint was resolved.
- All of the above will be kept confidential.
- The school / panel should complete Stages One to Three within 28 days.
- If any parent is still not content that the complaint has been dealt with properly, then s/he is entitled to appeal to Independent Schools Inspectorate or OFSTED (contact details below).

The school phone is transferred to a member of the management team's mobile during holidays, so contact is always possible.

The Stage Three Process should take no longer than 14 days.

Reports to ISI and OFSTED

The School will provide ISI and OFSTED with a written record of all complaints made within a specified period and a statement of action taken as a result of each complaint and the stage at which the complaint was resolved.

All findings and recommendations will be made available for the Inspection.

Monitoring and review

- The Headmaster will retain and be able to provide a written record of all complaints received by the school and actions taken by the school as a result of these complaints. The log book is kept in the Principal's Office.
- The number of complaints is available from the Principal upon request.
- All correspondence, statements and records relating to individual complaints are to be kept confidential except where the Secretary of State or a body conducting an inspection under section 108 or 109 of the 2008 Act requests access to them.

Contact Details for ISI and OFSTED

ISI

Address:

Complaints
Independent Schools Inspectorate
CAP House
9 - 12 Long Lane
London
EC1A 9HA

Email: info@isi.net

Telephone: 020 7600 0100

OFSTED

Address:

The National Complaints Team
Ofsted National Business Unit
Piccadilly Gate
Store Street
Manchester
M1 2WD

Email: enquiries@ofsted.gov.uk.

Telephone: 0300 123 4666

This policy is reviewed according to our three year rolling development plan. The intention is to develop the complaints process further to address the continually changing and developing needs of the school.

Date: 08.05.19