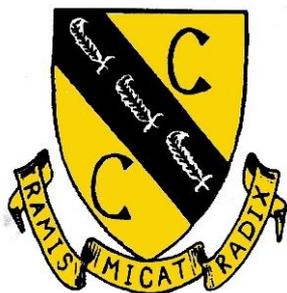


# Clarendon Cottage Preparatory School

## Complaints procedure



Reviewed by Mrs Hartley (March 2018)

Review date March 2019

## Clarendon Cottage Preparatory School Complaints Procedure

**This procedure is applicable to the whole school, including the EYFS**

Although few and far between the school is anxious to resolve any complaints that parents may have about the school (or nursery school) and to correct any deficiency or shortcoming as soon as possible. In order to help with this the following procedure should be followed if you feel you have a complaint with the school.

**Stage 1- Informal Complaint** – Initially you should raise your complaint verbally, either in person or if this is not possible, by telephone. Depending upon the nature of your complaint this would normally be your child's class teacher or the Deputy Head.

If this is not appropriate or your complaint has not been resolved to your satisfaction by more junior staff, then you must make your complaint to the Head of the Prep School. This should be done by either arranging a meeting or by speaking to the head on the telephone or writing to her. She may need some time to investigate but you would normally have a response within 48 hours, even if it is just to update you as to where the investigation is.

**Stage 2- Formal Complaint** – If you are not satisfied with the findings and actions provided by the head as a product of the informal procedure above, then you should put your complaint in writing and address this to the head. The head will review your complaint together with a director of the school and if it is thought helpful you may be asked to attend a further meeting. The head will confirm the outcome of the review meeting in writing as soon as possible. You will be informed of all recommendations normally within two weeks.

If you are not satisfied with the outcome of the formal complaint, you may wish to take it further by writing a letter to Mr. Kevin Sartain- head teacher at Beech House School, who is impartial. To do this, you must send your letter in an envelope, marked 'Private and Confidential', via the school office. This must be received within 10 working days of the meeting with the head. He will then decide how to deal with the complaint. Once he has received your letter, you will usually receive an acknowledgement followed by a written notification of his decision no more than 15 school days later (this timing does not apply in the school holiday period).

**Stage 3- Panel Hearing** – If you remain unsatisfied with the outcome of the review described above and you wish the matter to be considered further, then you must inform the directors of this in writing, stating your reasons. The head will now arrange for an independent panel, comprising of at least three people who are not directly involved in the matters detailed in the complaint, drawn up and chaired by a member of the Senior Management of Beech House School, to adjudicate based on written evidence and submissions from yourself and the school. One member of the panel will be independent of the management and running of the school. You may attend the hearing, accompanied by one other person. A hearing will be established within 15 school days.

1. **Outcome** –The panel will make its findings known in a written report , normally within 28 days ( excluding holidays ); to the head teacher, directors, complainant, and where relevant, the person complained about. It will set out its findings, together with any recommendations. This is the end of the complaints procedure. If found to be at fault the school will, where possible and practical, act upon the panel’s findings and any recommendations.

**NB.** Should a complaint be received immediately prior to, or during a holiday period, the time scale is extended to begin from the first day of the new term.

2. Parents of EYFS children will be notified of the outcome of an EYFS complaint within 28 days.

3. Written records will be kept of all complaints from the formal stage, indicating whether they were resolved at the preliminary stage, or whether they proceeded to panel hearing.

4. All correspondence, statements and records of complaints will be kept confidential, except where the Secretary of State or a body conducting an inspection of Section 162A of the 2002 Act, as amended requests access to them.

7. 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. Parents of children in the EYFS who, after following the complaints procedure, are still not satisfied have the right to complain to Ofsted on 0845 6014772 or ISI on 020 7600 0100.

8. Correspondence, statements and records relating to a formal complaint will be stored securely for three years.