



AVONDALE PREPARATORY SCHOOL

Complaints Procedure

1 Introduction

We believe that our school provides a good education for all our children, and that the Headmaster 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. The following policy sets out the procedure that the school follows in such cases.

Avondale Preparatory School will ensure that parents of pupils and of prospective pupils who request it are made aware that this document is published or available, and the form in which it is published or available.

2 Statement of intent

Our school believes that children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We welcome suggestions on how to improve our school and will give prompt and serious attention to any concerns about the running of the school. We anticipate that most concerns will be resolved quickly by an informal approach to the appropriate member of staff. If this does not achieve the desired result, we have a set of procedures for dealing with concerns.

3 Aims

We aim to bring all concerns about the running of our school to a satisfactory conclusion for all of the parties involved. 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 and, in all cases, we put the interests of the child above all other issues. (If a child appears to be at risk, our school follows the procedures laid down in our Child Protection Policy.) We provide sufficient opportunity for any complaint to be fully discussed, and then resolved.

4 Methods

To achieve this, we operate the following complaints procedure:

- **Stage 1**

If a parent is concerned about anything to do with the education that we are providing at our school, they should normally discuss the matter with their child's Class Teacher. Most matters of concern can be dealt with in this way and it is hoped that most complaints and concerns will be resolved quickly and informally. In many cases, the matter will be resolved straightaway by this means to the parents' satisfaction. The Class Teacher must make a written record of all concerns / complaints and the date on which they were received.

If it is felt inappropriate to talk to the Class Teacher, any parent who is uneasy about an aspect of the school's provision should make an appointment to talk over his/her concerns with the Acting Head. Again, a record of the conversation shall be made.

Should the matter not be resolved within a reasonable time frame or in the event that the Class Teacher and the parent fail to reach a satisfactory resolution then parents will be advised to proceed with their complaint in accordance with Stage 2 of this procedure.

- **Stage 2**

Where a parent feels that a situation has not been resolved through contact with the Class Teacher, or that their concern is of a sufficiently serious nature, then the parents should put their complaint in writing to the Acting Head. The Acting Head considers any such complaint very seriously and investigates each case thoroughly.

The Acting Head will decide, after considering the complaint, the appropriate course of action to take. In most cases, the Acting Head will meet with the parents concerned, normally within 5 working days of receiving the written complaint, to discuss the matter. If possible, a resolution will be reached at this stage.

It may be necessary for the Acting Head to carry out further investigations. The Acting Head will keep written records of all meetings and interviews held in relation to the complaint. Once the Acting Head 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 Acting Head will also give reasons for the decision.

Most complaints are normally resolved by this stage. Should the matter not be resolved within a reasonable time frame or in the event that the Acting Head and the parent fail to reach a satisfactory resolution then parents will be advised to proceed with their complaint in accordance with Stage 3 of this procedure.

- **Stage 3**

Should the complaint not be resolved by the Acting Head, a meeting with the proprietor shall be arranged. The proprietor will have been given access to all information received/ followed up in regards any complaint and will meet with the parents concerned in a timely fashion. Should the matter not be resolved or there is no satisfactory outcome, then parents will be advised to proceed with their complaint in accordance with Stage 4 of this procedure.

- **Stage 4**

If parents seek to invoke Stage 4 (following a failure to reach an earlier resolution), they will be referred to one of the named Convenors (a list of which is outlined below), who have been asked to call hearings of the Complaints Panel.

The matter will then be referred to the Complaints Panel for consideration. The Panel will consist of three persons not directly involved in the matters detailed in the complaint, one of whom shall be independent of the management and running of the school. The Convenor, on behalf of the Panel, will then acknowledge the complaint and schedule a hearing to take place as soon as practicable and normally within 14 working 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 3 working days prior to the hearing. The parents may attend the hearing and be accompanied to the hearing by one other person if they wish; 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. The Panel will write to the parents informing them of its decision and the reasons for it, normally within 3 working days of the hearing. The decision of the Panel will be final. A copy of the Panel's findings and recommendations (if any) will be sent by electronic mail or otherwise given to the parents, and, where relevant, the person complained about, as well as the Proprietor and the Head if different.

5 Records

A written record will be kept of all complaints and of whether they are resolved at the preliminary stage or proceed to a Panel hearing.

Parents can be assured that all concerns and complaints will be treated seriously and confidentially. Correspondence, statements and records relating to individual complaints will be kept confidential except to the extent required by paragraph 6(3)(f) of the Education (Independent Schools Standards) Regulations 2003 (as subsequently amended), by the Secretary of State or where disclosure is required by Ofsted under Section 162A of the Education Act 2002 (as amended), or under other legal authority.

WRITTEN COMPLAINTS RELATING TO THE REQUIREMENTS UNDER THE STATUTORY FRAMEWORK FOR THE EYFS:

As an EYFS provider, Avondale Preparatory School must investigate all written complaints relating to the requirements under the Statutory Framework for the EYFS, and notify complainants of the outcome of the investigation within **28 days** of having received the complaint.

Avondale Preparatory School 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 3 years.

March 2018

Appendix 1

Complaints Panel

The following is a short list of people who have been asked to sit on a Complaints Panel, should a complaint proceed to Stage 4 of the Avondale Preparatory School Complaints Procedure.

It is not intended that this list is definitive and it must be recognised that all those named on the list can attend only if available.

The list will, of course, continue to change and be updated. Those on it have been chosen because they are either from an education background or are of standing in the community due to their profession.

All those listed below have been approached and have agreed to sit subject to availability. Those from the local area may know the parents complaining and thus may declare this at the time of being asked. A reserve will then be asked to step in.

The named Convenor for a Panel Meeting will normally come from the list below:

Mr H Edwards	Past Headmaster, independent school
Mr A Smith	Past parent of the school
Dr W Grummitt	Past parent of the school
Mrs T Pullen	Past parent of the school
A member of the Wiltshire EYFS Team	