



## Complaints Procedure

**Reviewed by the Proprietor, September 2018**

## **AIMS AND OBJECTIVES OF OUR COMPLAINTS PROCEDURE**

We believe that our school provides a good education for all our pupils, and that senior leaders and other staff work very hard to build positive relationships with all parents, carers and other stakeholders. However, we acknowledge that from time to time parents, carers and others connected with the school, will become aware of matters which cause them concern. To encourage resolution of such situations we have adopted this simple and clear complaints procedure.

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 pupil above all other issues. Written records will be kept of all complaints including the stage at which they were resolved and all correspondence, statements and records of complaints will be kept confidential.

The procedure is devised with the intention that it will:

- usually be possible to resolve problems by informal means (before or at Stage 1 of the procedure)
- be simple to use and understand
- treat complaints confidentially
- allow problems to be handled swiftly
- address all points causing concern
- inform future practice so that the problem is unlikely to recur
- reaffirm the partnership between families and staff as they work together for the good of the pupils in the schools
- ensure that the schools' attitude to a pupil would never be affected by a parental complaint
- discourage anonymous complaints
- ensure that all staff have opportunities to discuss and understand the schools' response to concerns and complaints made by families or other persons
- ensure that any person complained against has equal rights with the person making the complaint
- regularly review its system for monitoring concerns and complaints received from individuals

## **OUR COMPLAINTS PROCEDURE**

Le Herisson School has a **simple** and **transparent** complaints procedure. If you have a concern or a complaint you wish to raise, it is your right to do so.

## **STAGE 1 (INFORMAL): SHARING YOUR CONCERN**

If you are concerned about anything to do with the education that we are providing at our school you should, in the first instance, discuss the matter with your child's class teacher or key worker. Most matters of concern can be dealt with in this way. All teachers work very hard to ensure that every pupil is happy at school, and are making good progress; we always want to know if there is a problem, so that we can take action before the problem seriously affects the pupil's welfare and/or progress.

After hearing the concern we shall act as quickly as we can. Please allow time for any action we may take to be effective. It may be possible to see the key worker or teacher straight away but usually it is better to make an appointment so that you can sit and talk things through.

## **STAGE 2 (FORMAL): MAKING A COMPLAINT TO THE SCHOOL MANAGER**

If you are still unhappy, ask for an appointment with the school manager. If you wish to do so, it is helpful if you can give a brief outline of your concern when you make the appointment. It may be useful to complete the Complaints Form (at the end of this document) at this point. After your discussion with the school manager you may have to wait a short time while investigations are carried out. Every effort will be made to resolve the situation as quickly as possible; the school manager will keep you updated and will send you a written response within seven school days.

## **STAGE 3 (FORMAL): MAKING A COMPLAINT TO THE SCHOOL PROPRIETOR**

Only if the complaint is still unresolved should a formal complaint be made to the school's proprietor. This complaint must be made in writing, stating the nature of the complaint and how the school has handled it so far. You should send this written complaint to Maria Frost at the usual school address, who will investigate and write to you with a formal written response within ten school days of receipt.

## **STAGE 4 (FORMAL): MAKING A COMPLAINT TO OUR PANEL**

If the complaint has still not been resolved at Stages 1, 2 or 3 you may ask for your complaint to be heard by our complaints panel.

One of the appointed members of the complaints panel will not have been directly involved in any of the matters detailed in the complaint, and will be completely independent of the leadership of the school.

The complaints panel will consider all written complaints within twenty school days of receipt. The panel will arrange a meeting to discuss the complaint, and will invite you to attend the meeting, so that the complaint can be explained in more detail. The complainant is welcome to be accompanied by a person of their choosing to the meeting. The school will always give the complainant at least ten days' notice of the meeting.

After hearing all the evidence, the complaints panel will consider their decision and inform the complainant, and where relevant the person complained about, their key findings and recommendations which will be provided in writing within two school days.

The complaints panel will do all they can at this stage to resolve the complaint to the complainant's satisfaction. A copy of the findings and recommendations will be made available for inspection at the school by the proprietor and school manager.

**SUMMARY OF TIMESCALES**

Stage	Description	Response
1	<p style="text-align: center;"><b>INFORMAL: SHARING YOUR CONCERN</b></p> <p>A discussion with a relevant member of staff, e.g. key worker or teacher</p>	As soon as possible, within 2 school days
2	<p style="text-align: center;"><b>FORMAL: MAKING A COMPLAINT TO THE SCHOOL MANAGER</b></p> <p>A meeting and/or written complaint to the school manager (TBC)</p>	Acknowledged on the day of receipt, responded to within a maximum of 7 school days
3	<p style="text-align: center;"><b>FORMAL: MAKING A COMPLAINT TO THE PROPRIETOR</b></p> <p>Written complaint to the proprietor Maria Frost</p>	Acknowledged on the day of receipt, responded to within a maximum of 10 school days
4	<p style="text-align: center;"><b>FORMAL: MAKING A COMPLAINT TO OUR PANEL</b></p> <p>Attendance at a complaints panel hearing</p>	<p>Hearing arranged within 20 school days, providing the complainant with 10 days' notice.</p> <p>Findings and recommendations sent within 2 school days of the hearing.</p>

**COMPLAINTS LOG**

All complaints are recorded on a complaints log. The detail of the complaint is recorded, including informal complaints (Stage 1), as is whether the complaint is resolved at Stage 1, or at any Stage of the formal complaints procedure. Any actions taken by the school as a result of a complaint (regardless of whether the complaint has been upheld or not) are also recorded on this log.

All information (correspondence, statements, records) related to all individual complaints is kept confidential and locked away, accessed only by the School Manager and Proprietor.

This policy and all policies at Le Hérisson School will be reviewed and updated as

necessary by the School Manager & Proprietor as per our policy review cycle.

## LE HERISSON COMPLAINTS FORM

**Please send this completed form to the usual school address. When we receive a complaint, we aim to acknowledge its receipt on the same day.**

### COMPLAINANT INFORMATION

Your name	
Child's name	
Your relationship to the child	
Address	
Postcode	
Home telephone number	
Mobile telephone number	
Please give details of your complaint:	

What action, if any, have you already taken to try and resolve your complaint? (Who did you speak to and what was the response)?

What actions do you feel might resolve the problem at this stage?

Are you attaching any paperwork? If so, please give details.

Signature:

Date:

Official use  
Date acknowledgement sent:  
By whom:  
Complaint referred to:  
Date: