



Complaints Policy

Reviewer: K Papirnik
Review date: 10/9/17
Operational from: September 2017 to August 2018
Next review date: May 2018
Principal's Signature:

'School' refers to Jack & Jill School; 'parents' refers to parents, guardians and carers.

This policy is available on request from the School office; hard copies may be viewed in the School office.

Legal Status:

This policy details the manner in which complaints are handled and is produced in accordance with:

- The Education (Independent School Standards) Regulations 2014
- The Early Years Foundation Stage statutory requirements.
<http://www.education.gov.uk/schools/teachingandlearning/curriculum/a0068102/early-years-foundation-stage-eyfs>

Applies to: all provision at Jack & Jill School, including Early Years Foundation Stage (EYFS) and Clarence House Preparatory School.

- Complaints by parents are considered through a staged procedure as detailed in this policy;
- Written records of all complaints are kept, with details of whether they were resolved at the preliminary stages or proceeded to a panel hearing;
- All correspondence, statements and records are kept confidential except where the Secretary of State or body conducting an inspection under Section 162A of the 2002 Act requests access to them;
- The outcome of an investigation of a complaint including any findings and/or recommendations and the reasons for them are:
 - sent by electronic mail or otherwise given to the complainant and, where relevant, the person complained about, and
 - available for inspection on the school premises by members of the senior leadership team (SLT).

Related Documents:

- Staff Grievance Procedure
- Safeguarding Policy

Available from:

The School Office and MIS (KSM)

Monitoring and Review:

This policy is reviewed regularly by the Principal along with an annual review of any complaints received for the purposes of monitoring and subsequent changes to procedures if applicable.

Introduction

Jack and Jill School is committed to addressing parental concerns or complaints in an appropriate and professional manner. Of prime importance is the need to deal fully and properly with any concerns within a reasonable period and in a courteous and efficient way. Suggestions and comments from parents are welcomed and will be considered seriously.

This policy is made available to parents, staff and pupils through the School MIS (KSM). It is also made available to parents of prospective pupils or other interested parties on request to the school offices or by e-mail. This policy is also clearly identified in the information provided for parents of pupils joining the school.

Jack & Jill School prides itself on the quality of the teaching and pastoral care provided to its pupils and it is our intention at all times to provide good education and quality care to all children and establish positive relationships with parents; however, if parents do have cause to complain, they can expect this to be dealt with in accordance with the procedures detailed in this policy.

Jack & Jill School aims:

- to be fair, open and honest when dealing with any complaint;
- to give careful consideration to all concerns or complaints and deal with them as swiftly as possible;
- to resolve any concerns or complaints through dialogue and mutual understanding;
- in all cases, to put the interests of the child above all other issues and ensure that all future interactions with a pupil are never affected by a parental complaint; and
- to provide sufficient opportunity for any concerns or complaint to be fully discussed and resolved informally;

The Complaints Process

Stage 1 – Initial Concerns and Informal Resolution

- It is acknowledged that there is a difference between a concern and a complaint and that taking informal concerns seriously at the earliest stage will not only reduce the numbers that develop into formal complaints but also alleviate any stress or anxiety for the child, parent or member of staff.
- As it is the School's express aim that all concerns are resolved quickly and informally it is the class teacher or individual delivering the service for extended care provision who will generally receive the first approach and therefore their response is crucial.
- In order to resolve issues on the spot as far as possible staff do so by discussion of the facts aiming to understand the nature of the anxiety and means by which the matter can be resolved, including when necessary an apology or explanation as applicable. The parent should leave the discussion happy with an agreed course of action and understanding the means by which they can follow up on the issue.
- In most cases, the issue will be resolved within 24 hours by this means to the complainant's full satisfaction.
- The member of staff who is dealing with the matter will make a written record of the concern or complaint on the Complaints Record Form.
- Should the matter remain unresolved, or where the parent is not satisfied with the response to the complaint made, the complainant will be advised to proceed with their complaint using the formal process detailed below.

Stage 2 – Formal Procedure: Involvement of Deputy Principal/ Head of Clarence House

- When initial attempts to resolve any concern with the class teacher or member of staff providing the service are unsuccessful and the person raising the issue wishes to escalate matters the complainant should make contact with either the Deputy Principal or Head of Clarence House.
- If the matter is raised in person, by telephone or email it may be possible to resolve the matter immediately and this will be the aim of the Deputy Principal/Head of Clarence House
- Parents may still wish to follow the more formal route and in this case should detail their concern/s in writing addressed to the Deputy Principal/Head of Clarence House.
- When parents raise complaints in this manner, the Deputy Principal/Head of Clarence House will contact the complainant within 5 working days of receipt of the written complaint clarifying the issue/s raised, explaining the appropriate course of action to be taken and including suggested times for a discussion about the matter, within 7 working days of receipt of the written complaint.
- Depending on the nature and complexity of the complaint a date by which the complainant will receive a response to their query will be given at the meeting but if for any reason this does not take place the School aims to respond in writing within 10 working days of receiving the written complaint
- The Deputy Principal/Head of Clarence House will carry out a full investigation, keeping written records of all meetings and interviews held in relation to the complaint.
- Once satisfied that, so far as is practicable, all of the relevant facts have been established, a decision/proposal will be made and the complainant will be informed of this in writing together with reasons for the decision. Any action already taken or proposed as a result of the investigations will also be detailed.
 - We hope that most problems can be resolved by the processes. However, where a parent is not satisfied with the response to the complaint made in accordance with Stage 2 of this procedure, provision will be made before a panel. This request should be made in writing and addressed to the Principal.

Stage 3 – Formal Resolution: Panel Hearing

- The Panel will consist of at least 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. All members of the Panel will be appointed by or on behalf of the Principal. A Chair will be appointed and will acknowledge the complaint and schedule a hearing.
- The date for the hearing will be arranged as soon as possible at a mutually convenient time and ideally no later than two weeks after receipt of the letter advising continued dissatisfaction with the handling of the initial complaint
- 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 five (5) working days prior to the hearing.
 - The complainant has the right to be accompanied at the hearing by an adult of their choice, other than a legal representative..
- After due consideration of all facts considered relevant, the nature of the complaint and action taken to date, the panel will make findings and recommendations, which it shall complete normally within fourteen (14) working days of the hearing.
 - A copy of the panel's findings, and/or any recommendations and the reasons for them will be provided to the complainant and, where relevant, the person complained about. This will be sent by email, or otherwise given to the complainant, to the Principal, Deputy Principal/Head of Clarence House. This information will also be made available for inspection on the school premises.

- The decision of the Panel will be final.
- The process of dealing with a formal complaint in writing from the moment that it is received by the school to resolution will normally take no more than twenty eight (28) working days
- At any stage parents can make a complaint to Ofsted should they so wish but it is recommended that the School's complaints procedure as detailed above is followed to its conclusion:
Ofsted, Piccadilly Gate, Store Street, Manchester. M1 2WD Telephone: 0300 123 1231
Web: www.ofsted.gov.uk Email: enquiries@ofsted.gov.uk

Monitoring and Review

- The School maintains a schedule of all complaints made in accordance with Stages 2 & 3 of this policy. This record details:
 - Whether the complaint was resolved following a formal procedure, or proceeded to a panel hearing; and
 - The person making the complaint, the date of the complaint, the nature of the complaint, any action taken and the outcome of the complaint.
- This is reviewed regularly by the Principal for the purposes of monitoring. .
- The number of formal complaints, as detailed in Stage 3 above, received in the preceding academic year, is made available to parents in the information provided upon entry to the school and is included within this policy.
- During the last year there have been no complaints requiring resolution beyond the formal procedure stage (Stage 2) Three complaints were resolved at this stage.

Record keeping and confidentiality

- All concerns and complaints will be treated seriously and confidentially. Correspondence, statements and records relating to individual complaints are kept confidential except:
 - where the Secretary of State or a body conducting an inspection under Section 162A (Part 7 paragraph 25(k)) of the Education (Independent School Standards Regulations) (England) 2010 requests access to them
- A written record of all complaints and at which stage they resolved is kept for a minimum of three years.

Child Protection

For any complaint that involves a potential safeguarding issue, this will be reported immediately to a designated safeguarding officer. See our Safeguarding Policy for details of the procedure.

Complaints from External Bodies

Complaints from the public will be responded to by the Senior Leadership Team and resolved by means most appropriate to the nature of the complaint.

Complaints from Staff

Jack & Jill School aims to be a listening and responsive school. We encourage staff to inform us of their concerns while they are still minor ones, which can more easily be resolved. It is hoped that most concerns and complaints, will be resolved quickly and informally.

- All staff who have any complaint or cause for concern should speak to their supervisor who will invoke the School's grievance procedure.