

Complaints policy

We believe that our school provides a good education for all our children, and that the Head and other 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.

If any parent is unhappy with the education that their child is receiving, or has any concern relating to the school, we encourage that person to talk to the Head immediately.

Aims and objectives

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. We provide sufficient opportunity for any complaint to be fully discussed, and then resolved.

The Complaints Process

There is a three stage timescale for dealing with complaints.

Informal

Parents are encouraged to speak to the Head within 24 hours to discuss any complaint they may have. Any problem raised with the Head will be discussed with the child's class teacher so that the concerns can be dealt with in a way that is acceptable to all parties. If it is appropriate, the parents will then be invited to meet the class teacher and/or the Head to discuss the matter.

Written

If the parent is not satisfied with the response to an informal complaint they may make a written complaint within 7 days of the informal complaint. The Head will endeavour to resolve the problem which may involve a meeting with the members of staff concerned and the parents.

Panel

If the parents are not satisfied with the response to a written complaint there is provision for the establishment of a hearing before a panel appointed by the Head of at least three people who have not been directly involved in the matters in the complaint.

Where there is a panel hearing of a complaint there is provision that one person on the panel is independent of the management and running of the school.

The procedure allows for parents to attend the panel hearing and, if they wish, to be accompanied.

The complaints procedure provides for the panel to make findings and recommendations, stipulates that the complainant, the Head and, where relevant, the person complained about, should be given a copy of any findings and recommendations.

The procedure provides for written records to be kept of all complaints, indicating whether they were resolved at the preliminary stage, or whether they proceeded to a panel hearing.

The procedure provides that correspondence, statements and records of complaints are to be kept confidential.

Ofsted

Parents and or carers have the right to contact Ofsted if they believe Athelstan House School is not meeting the requirements of the EYFS.

Monitoring and Review

The Head monitors the complaints procedure, in order to ensure that all complaints are handled appropriately. The complaints received by the school are logged (blue folder in Office tambour) and records will indicate how they were resolved.

The Head considers all complaints very seriously and investigates each case thoroughly and will deal with the cases with complete confidentiality.