

Daiglen School
Preparatory School and Early Years Policy
Complaints Procedure

At The Daiglen School we regard relationships with parents as very important and aim for easy and open communication between home and school. We also aim to provide teaching and pastoral care of the highest standard. However, it is also important to have in place clear guidelines on the process by which parents and pupils may voice any concerns they may have in regard to the service offered by the school.

This policy can be made available in large print or other more accessible format, if required. If assistance is required with making a complaint, for example because of a disability, parents should contact the School Manager who will be happy to make appropriate arrangements.

Separate procedures apply if the Headteacher expels or asks a pupil to leave and the parents seek a Governors' Review of that decision (a copy of the school's Expulsion, removal and review policy is available on request).

This policy applies to complaints from parents of current pupils and to parents of former pupils if the complaint was initially raised whilst the pupil was on the school roll.

It is expected that the management of every complaint will progress in a timely manner. The school aims to resolve all complaints efficiently and promptly and parents are encouraged to bring any matter causing concern to the school's attention as soon as possible.

Timescales for each stage are set out below in the relevant paragraphs. When we refer to working days, we mean Monday to Friday, when the school is open during term time. The dates of the terms are published on the school's website. Complaints received during holiday periods will be dealt with as soon as is practicable but are likely to take longer to resolve due to the unavailability of relevant staff.

The Daiglen School welcomes suggestions and comments from parents, and takes seriously complaints and concerns they may raise. These guidelines will show you how to use our complaints system.

Stage 1 – Informal Resolution

It is hoped that most complaints and concerns will be resolved quickly and informally.

If something is bothering you, please talk directly to the member of staff most closely concerned with the issue. In most cases this results in matters being resolved immediately and to your satisfaction. If s/he cannot resolve the matter alone, it may be necessary for him/her to consult the Headteacher.

Complaints made directly to the Headteacher will usually be referred to the relevant form teacher, subject teacher or School Manager unless the Headteacher deems it necessary to deal with the matter personally.

The form teacher, subject teacher or School Manager will make a written record of all concerns and complaints, the date on which they were received and their outcome. Should the matter not be resolved within 5 working days or you cannot reach a satisfactory resolution, you should proceed with your complaint according to Stage 2 of this procedure.

Stage 2 - Formal (Resolution)

You should now put your complaint in writing to the Headteacher. Receipt of the complaint will be acknowledged within 3 working days, and the Headteacher will decide, after considering the complaint, the appropriate course of action to take.

In most cases, the Headteacher will meet or speak to the parents concerned, normally as soon as is possible upon receiving the complaint to discuss the matter. If possible, a resolution will be reached at this stage. The Headteacher may need to carry out further investigations. She will keep a written record of any interviews or meetings held in relation to the complaint.

Once the Headteacher is satisfied that all relevant facts have been established, a decision will be made. The parents will be informed of this decision within 10 working days of the complaint being acknowledged. The Headteacher will give reasons for the decision and any actions taken or proposed.

Action which needed to be taken under the staff disciplinary procedures as a result of complaints would be handled confidentially within the school.

We hope that you will be satisfied with the outcome, or at least that your concerns have been fully and fairly considered.

If, however, you are still not satisfied with the decision, you should proceed to Stage 3 of this procedure.

Stage 3 - Panel Hearing (Conciliation Committee)

If parents seek to invoke Stage 3 (following a failure to reach an earlier resolution), they must write to the committee convenor, Clerk to the Governors, Daiglen School,

68 Palmerston Road, Buckhurst Hill, IG9 5LG, requesting a hearing before the school's Conciliation Committee. The committee convenor will acknowledge the request within 5 working days of receiving it and schedule a Conciliation Committee hearing within 15 working days thereafter.

This committee will consist of at least three people who have not been involved in looking at the complaint before, and include one person who is independent of the management and running of the school. It is their task to look at the issues in an impartial and confidential manner. You will be asked if there are any papers you would like to have circulated beforehand. You have a right to be accompanied at the hearing, however legal representation is not normally appropriate.

After due consideration of the matters discussed at the hearing, the Panel will reach a decision. The Panel's decision, findings and any recommendations shall be confirmed in writing to the parent and, where relevant, to the person complained about within five working days of the hearing. The decision of the Panel will be final. The Panel's decision, findings and any recommendations will be available for inspection on the school premises by the proprietor and the Headteacher.

Record Keeping and Confidentiality

A written record will be kept by the Headteacher of all formal complaints, including any action(s) taken by the school as a result of the complaint (regardless of whether it is upheld) and of whether they are resolved at Stage 2 or progressed to a panel hearing. Parents can be assured that all concerns and complaints will be treated seriously. Correspondence, statements and records will be kept confidential except as required by the school by paragraph 33 (k) of Schedule 1 to the Education (Independent Schools Standards) Regulations 2014; namely, where the Secretary of State or a body conducting an inspection under section 108 or 109 of the Education and Skills Act 2008 requests access to them, or where any other legal obligations prevail. In accordance with data protection principles, details of individual complaints will be kept only for as long as is considered to be reasonably necessary in the circumstances.

Additional requirements relating to Early Years Foundation Stage (EYFS) provision

Written complaints about the fulfilment of EYFS requirements will be investigated and the complainant will be notified of the outcome of the investigation within 28 days. Parents of children within the EYFS can make a complaint directly to Ofsted and or the Independent Schools Inspectorate. Their contact details are as follows:

Ofsted
Piccadilly Gate
Store Street
Manchester
Tel: 0845 6404040

Independent Schools Inspectorate
9-12 Long Lane
London
EC1A 9HA
Tel: 020 7600 0100
Email: concerns@isi.net

The school will provide Ofsted and ISI, 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. This record of written complaints is kept for at least 3 years.

The school recognises and acknowledges your entitlement to complain and as always, we hope to work with you in the best interest of the children in our care. If you feel that the school has acted unreasonably or not followed the correct procedures, you may write to the Secretary of State for Education and Skills, Department for Education and Skills, Sanctuary Buildings, Great Smith Street, London, SW1 P 3BT.

The school received no formal complaints in the 2015-2016 academic year

Reviewed	Spring 2017
Amended	Spring 2017 TD
Next Review	Spring 2019

COMPLAINTS LOG

Date Complaint Received	
Complainant	
Nature of Complaint	
Actions Taken	
Handled by	
Outcome	
Date of Resolution	
Stage Reached (Highlight as nec.)	1 2 3