



COMPLAINTS PROCEDURE

St Neot's is committed to a continuous programme of rigorous self-evaluation in order to make the best possible provision for the children entrusted to our care. Parental feedback therefore is much to be welcomed. Where the policies, or the implementation of them are open to criticism, parents must be able to express criticism without fear or favour, provided that complaints are addressed in a constructive tone and spirit.

However, if parents do have a complaint, it will be dealt with by the School in accordance with this procedure, which is available on request to the parents of pupils and prospective pupils at the School, to boarders and to members of staff.

This policy provides guidelines for handling concerns and complaints in relation to education, pastoral care or welfare of all pupils, including those pupils within the Early Years Foundation Stage setting. The policy takes account of paragraph 7 of the Schedule to the Education (Independent School Standards) (England) Regulations 2003. The procedures set out below may be adapted as appropriate to meet the policy aims and circumstances of each case. Certain of the procedures can only be carried out during term time.

All members of staff will be aware of the complaints procedure and understand

- the importance of attempting to resolve problems before they become formal complaints
- The importance of treating complaints respectfully

Stage 1: Concerns and Difficulties

Many concerns are addressed informally and dealt with entirely satisfactorily on that basis. Nothing in this document is intended to inhibit the informal free flow of information and comment between parents and various responsibility holders within St. Neot's.

Early Years Foundation Stage (EYFS). Parents can make a complaint to Ofsted and/or the Independent Schools Inspectorate (ISI) although it is expected that complaints will go through the School's complaints procedures first. Details of how to contact Ofsted and/or ISI are given at the end of this procedure, see Appendix 2.

Formal Complaints:

- 1) Where a parent feels that it would be beneficial to register a formal complaint after first making informal enquiries, then the nature of the complaint should be expressed in writing. The complaint should be addressed in the first instance to the relevant responsibility holder.
- 2) The responsibility holder, having duly considered the issue and acted on it at his or her discretion, will then notify the parent in writing, confirming that the matter has been investigated and informing what action has been taken in light of the concern.
- 3) If the parent remains dissatisfied, he or she should next approach either the Head of Tiny Tuskers,

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Tuskers Nursery or Lower School or the Headmaster as appropriate. The division of responsibility at St Neot's is as follows:

- Head of Tiny Tuskers, Tuskers Nursery and Heads of Lower school All matters to do with children's education including discipline and pastoral care
- Headmaster Financial matters, including those relating to Premises and equipment, Health & Safety and domestic issues

The Heads of Departments and the Head consult regularly, particularly when their areas of responsibility overlap. A formal complaint to the Head of Tiny Tuskers, Tuskers Nursery or Head of Lower School should commence with the parent briefly setting out in writing their concern together with a statement as to why it is believed that the investigation and or /action taken at a lower level was unsatisfactory.

4) The Head of Tiny Tuskers, Tuskers Nursery or Head of Lower School together with the Headmaster will investigate the matter further and independently of conclusions arrived at an earlier stage. The outcome of the investigation will be communicated to the parents in writing.

Formal Complaint to the Governing Body

Where concerns cannot be resolved by the Headteacher, the school has a procedure in place for accepting formal complaints. These should, in the first instance, be to the Chair of the Governing Body giving details of the complaint, and should be accepted in writing.

Details of a complaint should be kept confidential, except in so far as they need to be shared with people who might contribute to their resolution.

The Role of the Chair of Governors

The Chair of Governors will investigate the complaint him/herself.

Outcomes

In all cases where a complaint has been investigated by the governing body, the complainant will be given a written response.

The aim will always be to resolve the complaint and achieve reconciliation between the school and the complainant. However, it has to be recognised the complainant might not be satisfied with the outcome if the governors do not find in their favour. It may only be possible to establish the facts and make such recommendations as will satisfy the complainant that his/her complaint has been taken seriously.

Please see Whole School Complaints Procedures and Whole School Complaints Policy.

**This policy was 01 09 2002
adopted on**

by St Neot's

This Policy is reviewed Annually

This policy is due for review on 01 01 2011

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Appendix 1



COMPLAINTS AND COMPLIMENTS

Please complete this form and return it to the school, who will then forward it to the Chair of the Governing Body.

Please continue on a separate sheet if necessary.

1. **Name**.....
2. **Address**.....
3. **Telephone No (Home)Work**.....
4. **Name of Child**.....
5. **Details of the Complaint/Compliment**
(please include the date or period of time to which your complaint relates and confirm whether you have already expressed your concerns informally, and to whom and when)

6. **Do you have any suggestion for change?**

Please attach copies of any more information you have to back up your complaint, such as letters or reports.

Signed.....**Date**.....

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Appendix 2



Early Years Foundation Stage

Contacting Ofsted (and/or ISI)

The School is inspected by Ofsted (and/or ISI), an independent organisation which reports to the Government on schools. Parents have the right to contact an inspector if they have a complaint. Ofsted (and/or ISI) will usually expect parents to have followed the School's formal complaints procedure before contacting them. However, you can report your concerns to Ofsted on 08456 404040 or you can write to Ofsted Regional Office.

North

Ofsted
3rd Floor
Royal Exchange Buildings
St Anne's Square
Manchester
M2 7LA

Midland

Ofsted
Building C
Cumberland Place
Park Row
Nottingham
NG1 6HJ

South

Ofsted
Fresh Ford House
Redcliffe Way
Bristol
BS1 6LX

Contact details for ISI

Telephone: 020 7600 0100

Independent Schools Inspectorate
CAP House
9 – 12 Long Lane
London
EC1A 9HA