



# THE GROVE INDEPENDENT SCHOOL

## **Complaints Procedure – School and EYFS**

**This policy is made available upon request and is available on our website.**

At The Grove we pride ourselves on having an open door policy where parents can speak to staff informally on a daily basis. Most queries can be resolved in this way. However, should this not conclude an issue to your satisfaction, or if there is a grievance, the following procedure should be adhered to.

- If a parent/carer has any cause for complaint they should firstly talk to their child's nursery nurse or teacher (form or subject teacher) as soon as it arises.
- If this is not appropriate, or the parent/carer should wish to have a more formal discussion with the Head of Department, then a convenient appointment should be arranged. This should occur normally within five working days of the request for an appointment.

Most problems can be resolved at this stage, but should parents/carers want to take up an issue officially, the following procedure should be followed and the complaint should be made in writing.

A written record will be kept of all complaints whether they are resolved following a formal procedure or proceed to a panel hearing. A written record will be kept of any action taken by the school as a result of these complaints. (regardless of whether they are upheld).

Any correspondence, statements and records relating to individual complaints are to be kept confidential except where the Secretary of State or a body conducting an inspection under section 108 or 109 of the 2008 Act requests access to them.

- If a satisfactory outcome cannot be reached with the Head of Department then the parent/carer should send a letter to Mrs Berkin (The Principal) who will further investigate the complaint. Any complaints against the Principal will be investigated by the other members of the leadership team. The complainant will be informed as to the findings of the investigations in writing if necessary and as soon as possible but no later than normally ten working days from the initial communication.

If the parent/carer remains dissatisfied they are entitled to appeal to further discuss the matter with a panel appointed by Mrs Berkin which will consist of three people who are not directly involved in the matters detailed in the complaint and one of these will be independent of the management and running of the school who would be someone who has held a position of responsibility and is used to analysing evidence and putting forward balanced arguments. The parent/carer may have additional support or external representation with them.

We will arrange a panel meeting within 10 working days of the request.

After the panel meeting we will respond in writing with our outcome within 5 working days.

Any finding and recommendations by the panel will be provided to the complainant and, where relevant, the person complained about; and available for inspection on the premises by the proprietor.

- Copies of all findings in the appeal will be sent to the parent/carer and all interested parties.
- If, after the appeal has taken place, the parent/carer feels the matter is still not resolved, they may take their complaint to ISI **02076000100** [concerns@isi.net](mailto:concerns@isi.net) or for **EYFS Ofsted, Piccadilly Gate, Store Street, Manchester, M1 2WD. General helpline- 0300 123 1231; Textphone number 0161 618 8524**

Written complaints about the fulfilment of the EYFS requirements are always investigated and the complainant notified of the outcome of the investigation within 28 days. The record of complaints is available to Ofsted and ISI on request.

The number of complaints registered under the formal procedure and those that went to a panel hearing will be recorded by the school and this information will be made available to parents.

The school received no formal complaints which meant that there were no panel hearings for the period Sept 2016-April 2018.

## School Inspections

Parents' will be notified of an imminent inspection once the school has been given notice. The school will supply each family a copy of the inspection report when it has been finalised.