

COMPLAINTS POLICY

Policy No: 8
To be Reviewed: Annually
Person Responsible for Review: Head Teacher

Meadowpark School and Nursery hopes that at all times parents will be happy with the service provided. However, if parents have any complaint regarding their child's care and learning, it will be dealt with professionally and promptly to ensure that any issues arising are handled effectively to ensure the welfare of all children at Meadowpark. Our complaints procedure is outlined below:

Stage 1 If any parent should have cause for complaint or any queries regarding the care or early learning provided by Meadowpark they should in the first instance take it up with the child's class teacher/key person. In our experience most matters of concern can be resolved positively in this way. All staff work very hard to ensure that each child is happy at school, and is making good progress; they naturally want to know if there is a problem so that they can take action before it seriously affects the child's progress.

Where parents feel that a situation has not been resolved through contact with the child's key person and/or room leader, or that their concern is of a sufficiently serious nature, they should make an appointment to discuss it at a meeting with the headteacher.

Stage 2 If the issue remains unresolved, then the complaint should be made to the headteacher in writing, stating the nature of the complaint and what steps have been taken to deal with the complaint so far. The headteacher will then investigate the complaint and report back to the parents within one week.

Stage 3 If the matter is still not resolved a formal meeting should be held, no later than 2 weeks after the original complaint, between the headteacher, parents and the class teacher, if appropriate, to ensure that it is dealt with comprehensively. A record will be made of the meeting and the agreed actions. All parties present at the meeting will review the accuracy of the record, sign and receive a copy, which will signify the conclusion of the procedure.

Stage 4 If the matter cannot be resolved to their satisfaction, then parents with children in the **Nursery** have the right to raise the matter with Ofsted who can be contacted at Ofsted, Royal Exchange Building, St Anne's Square, Manchester M2 7LA.

Parents with children in the **School** may refer the matter to a Complaints Panel for consideration. The panel will consist of three people who will not have been involved with the matters detailed in the complaint and at least one person of the three will be independent to the management and the running of the school. The panel will consider all written complaints within three weeks of receipt. It will schedule a hearing and invite the complainant to attend so that s/he can explain the complaint in more detail. The complainant receives at least three days' notice of the hearing and may be accompanied by a relative, teacher or friend. Legal representation will not normally be appropriate.

After hearing all the evidence, the panel will consider their decision. The panel does all it can at this stage to resolve the complaint to the parent's satisfaction. The panel will

inform the parent, the person being complained about and the headteacher about any findings and recommendations in writing not later than two weeks after the panel hearing.

If any parent is still not content that the complaint has been dealt with properly, then s/he is entitled to appeal to the Secretary of State for Education.

Confidentiality

All records relating to complaints will be kept confidential except where the Secretary of State or a school inspector requests access. The headteacher will log all complaints received by the school and a record of the complaint, and the stage at which it was resolved, will be kept for three years.