



## **Complaints Procedure Policy Including EYFS**

**Lady Lane Park School & Nursery  
Lady Lane  
Bingley  
BD16 4AP**

### **Introduction**

The School has long prided itself on the quality of the teaching and pastoral care provided to its pupils. However, if parents do have a complaint, they can expect it to be treated by the School in accordance with this Procedure.

### **Stage 1 - Informal Resolution**

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

If parents have a complaint they should normally contact their son/daughter's Class Teacher. In many cases, the matter will be resolved straightaway by this means to the parents' satisfaction. If the Class Teacher cannot resolve the matter alone, it may be necessary for him/her to consult with the Headmaster.

Complaints made directly to the Headmaster will usually be referred to the relevant Class Teacher unless he/she deems it appropriate for him/her to deal with the matter personally. The Class Teacher will make a written record of all concerns and complaints and the date on which they were received. Should the matter not be resolved within 10 working days or in the event that the Class Teacher and the parent fail to reach a satisfactory resolution then parents will be advised to proceed with their complaint in accordance with Stage 2 of this Procedure.

### **Stage 2 - Formal Resolution**

If the complaint cannot be resolved on an informal basis, then the parents should put their complaint in writing to the Headmaster. The Headmaster will decide, after considering the complaint, the appropriate course of action to take.

In most cases, the Headmaster will speak to the parents concerned, normally within 5 working days of receiving the complaint, to discuss the matter. If possible, a resolution will be reached at this stage. It may be necessary for the Headmaster to carry out further investigations.

The Headmaster will keep written records of all meetings and interviews held in relation to the complaint, indicating whether it was resolved at preliminary stage or resolved at panel hearing.

Once the Headmaster is satisfied that, so far as is practicable, all of the relevant facts have been established, a decision will be made and parents will be informed of this decision in writing. The Headmaster will also give reasons for their decision.

If parents are still not satisfied, they should proceed to Stage 3 of this Procedure.

### **Stage 3 – Panel Hearing**

If parents seek to invoke Stage 3 (following a failure to reach an earlier resolution), then they will be referred to the Directors of Alpha Schools Ltd to convene a Complaints Panel.

The matter will then be referred to an appropriate Director of Alpha Schools, for consideration who will establish a Panel which will consist of three persons not directly involved in the complaint, one of whom will be independent of the management and running of the school and appointed in accordance with the Dfes guidance. Each of the Panel members shall be appointed by the “Directors”- the Panel will then acknowledge the complaint and schedule a meeting to take place as soon as practicable and normally within 14 days.

If the Panel deems it necessary, it may require that further particulars of the complaint or any related matter be supplied in advance of the meeting. Copies of such particulars shall be supplied to all parties not later than 5 days prior to the meeting.

Parents may choose a person to accompany them to the meeting.

If possible, the Panel will resolve the parents' complaint immediately without the need for further investigation.

Copies of the findings and recommendations are:-

- Sent by electronic mail or otherwise given to the complainant and, where relevant the person complained about

And

- Available for inspection on the school premises by the proprietor and the Headmaster.

Records of complaints are to be kept confidential. (Please note that this does not apply to the requirement of the school to provide parents and other interested parties with information about the number of formal complaints registered under for formal procedure during the preceding year, nor to inspectors conducting inspection under section 162A of the Education Act 2002, or the Secretary of State, should they ask for access to such records).

Where further investigation is required, the Panel will decide how it should be carried out. After due consideration of all facts they consider relevant, the Panel will reach a decision and may make recommendations, which it shall complete within 14 days of the meeting. The Panel will write to the parents informing them of their decision and the reasons for it. The decision will be final.

Parents can be assured that all concerns and complaints will be treated seriously and confidentially. Correspondence, statements and records will be kept confidential except in so far as is required of the school by paragraph 6(2)0 of the Education (Independent Schools Standards) Regulations 2003; where disclosure is required in the course of the school's inspection; or where any other legal obligation prevails.

If, having exhausted this complaints procedure, parents are still not satisfied, then they will be advised to contact the Independent Schools Inspection Team at the Department for Education on 0370 0002288 or directed to the details below for Ofsted.

### **Parental Complaints to Ofsted (Childcare)**

Parents whose children are younger than 5 years of age (EYFS) by 31<sup>st</sup> August may complain directly to Ofsted if they so wish:

**Tel:**               **0300 123 3159**

**In writing**       Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

**Email** [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk) / **Web** [www.ofsted.gov.uk/parents](http://www.ofsted.gov.uk/parents)

Complainants will be notified of the outcome of the complaint within 28 days of receipt of complaint.

All paperwork with regard to complaints to Ofsted or ISI must be kept for a period of 3 years.

The record of complaints will be made available to Ofsted and ISI and will be kept on school premises by the proprietor and Head Teacher.

The number of requests in the previous year can be obtained on request from the school office.

<b>Date</b>	<b>Position</b>	<b>Name of reviewer</b>	<b>Date of next review</b>
Jan 2017	Headmaster	Mr Nigel Saunders	Jan 2018
Jan 2017	Advisory Governor	Mr Steve Myers	Jan 2018
Jan 2017	Chief Executive Officer	Mr Ali Khan	Jan 2018