

Greenwich House Independent School, Kindergarten and Creche

Complaints Procedure for Parents and Carers

Greenwich House Independent School, Kindergarten and Creche (“Greenwich House”) takes concerns and complaints raised by its parents and carers seriously. It acknowledges that it is in everyone’s interest that they are resolved at the earliest possible stages, many informally without the need to use the formal stages of this complaints procedure.

This policy is drafted with reference to the Department for Education Guidance and in accordance with the Independent School Standards. It relates to complaints ie what the DfE guidance describes as ‘an expression of dissatisfaction however made, about the actions taken or a lack of action’. It is acknowledged that some concerns ie what are described as ‘an expression of worry or doubt over an issue considered to be important for which reassurances are sought’ may become a complaint if a parent or carer is unhappy that their concern has been dealt with in which case this procedure should be followed.

Should you feel unhappy about anything involving the care or education of your child at Greenwich House Independent School, Kindergarten and Creche (“Greenwich House”), please do not contact individual members of staff but go directly to the Head Teacher, I and Mrs, M. Morley, Kindergarten and Creche Manager for Kindergarten and Creche who will be more than pleased to listen, investigate and settle the matter amicably and promptly.

Complaints can be made by telephone, in person or in writing. It is anticipated that complaints will initially be dealt with informally following the procedure below unless the complainant specifies that they wish to make a formal complaint in which case the complaints procedure will follow the formal procedure (also detailed below) from the outset. Complaints may be made by a third party on behalf of a parent or carer but Greenwich House must receive written evidence of the parent or carers consent to this.

Informal Procedure

Following the making of the initial complaint the Head Teacher or her designated representative will investigate. In any event, you will have the opportunity of :

- a private interview with the Head Teacher or her designated representative within 1 working day
- a follow up session the following working day
- subsequent interviews until the matter is solved to your satisfaction.

You will also receive a written statement of the outcomes and how matters will be conducted in the future.

Please also remember that we have an out of hours telephone (available by calling the usual school telephone number out of hours) which is there to use at any time if you prefer to talk when our school session times are over.

Formal Procedure

Should you wish to make a formal complaint it is requested that this be made in writing including in cases when you feel any issues you have raised using the informal procedure has not been addressed The address to use is as follows:-

The Head Teacher
Mrs A.Brindle
Greenwich House Independent School,
106, High Holme Road,
Louth,
Lincolnshire,
LN11 0HE

Telephone - 01507 609252

Parents and carers are requested, if possible, to use Greenwich House's Complaints Form for lodging a written formal complaint. If a parent or carer requires help in completing the form please contact the Head Teacher or ask a third party such as Citizens Advice to help . Please mark complaints as private and confidential and addressed to the Head Teacher. Ideally this should be placed in an envelope.

In accordance with our Equal Opportunities Policy, we will consider making reasonable adjustments if required to enable complainants to access and complete this complaints procedure eg providing information in alternative formats or holding meetings in accessible locations.

On receipt of a **written formal complaint**, the parent/carer will be invited to discuss the grievance with the Head Teacher of Greenwich House within two days.

- If the issue still remains unresolved, a hearing will be arranged before a panel made up of a minimum of three people all of whom are not directly involved in matters detailed in the complaint.
- One member of this panel will be independent of the management and running of the setting.
- The parents will be invited to attend and if they wish, can be accompanied.
- This process will take place within a time frame of 10 days of receipt of the letter of complaint.
- The complainant, Proprietor/ Head teacher and if relevant, the person to whom the complaint refers will receive a copy of the findings and recommendations of this panel.
- At this stage, all matters concerning this procedure will remain strictly confidential.
- It is our intention to resolve such matters within 28 days of the receipt of the written complaint.

Written records will be kept of all written complaints indicating whether they were resolved at the preliminary stage or proceeded to a panel hearing and any action taken by the school as a result of the complaints (regardless of whether they are upheld)

If after following the above procedure you still feel dissatisfied, parents of children in the School can complete and submit the form available on the following internet link with a view to their complaint being investigated:-

<https://www.gov.uk/complain-about-school/private-schools> (the link provided for the Creche and Kindergarten departments can also be used).

Having completed the complaints procedure, if parents with children in our Creche and Kindergarten departments are still not satisfied they should complete and submit the form available on the following link:-

<https://contact.ofsted.gov.uk/online-complaints>
or telephone 0300 123 4666

N.B

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 109 of the Education and Skills Act 2008 requests access to them.

Legal proceedings or advice from our legal representatives may alter this timetable and procedure but every effort will be made to adhere to it. Should the Head Teacher be advised by her legal advisors and/or if other legal and professional duties require it, other agencies may be called to assist the investigations eg. if criminal activity or serious misconduct is alleged or a safeguarding issue is involved.

Both the complainant and the member of staff will be informed if this is deemed necessary unless the nature of a safeguarding matter negates this - Greenwich House's Child Protection Policy and Procedure for School, Kindergarten and Crèche will be followed.

We will not normally investigate anonymous complaints. However, if the Head Teacher deems it appropriate, she will determine whether the complaint warrants an investigation.

The procedure covers all complaints from parents or carers about the provision of education to pupils receiving education at Greenwich House Independent School other than the following:-

Admission to the school

Matters likely to require a Child Protection Investigation (as detailed above)

The School Disciplinary procedures will apply.

*see Staff Disciplinary Procedure Document.

Policy signed on behalf of the setting by:

..... Head Teacher

Date : reviewed September 2015

reviewed August 2017

reviewed August 2018

reviewed September 2020

reviewed September 2021

reviewed September 2023