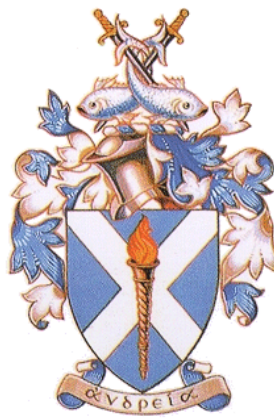


St Andrew's Pre-Prep



Complaints Procedures and Policy

St Andrew's Pre-Prep Department

Complaints Procedures and Policy

Written June 2003

Reviewed and Revised December 2008

GENERAL STATEMENT

It is the belief of the staff of the Pre-Prep and Nursery departments that parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. All staff welcome suggestions on how to improve the facilities within the department and will give prompt and serious attention to any concerns about the running of either the Pre-Prep or the Nursery. It is anticipated that most concerns will be resolved quickly by an informal approach to the appropriate member of staff. If this does not achieve the desired results there is a set procedure for dealing with concerns.

This policy links with the **Every Child Matters** agenda, in that every child has a right to grow up safe, healthy, enjoying and achieving, making a positive contribution and achieving economic well-being.

AIMS

The Pre-Prep and Nursery aim to bring all concerns about running of the department to a satisfactory conclusion for all of the parties concerned.

PROCEDURES

To achieve a satisfactory outcome, the following Complaints Procedure is operated:

How to Complain:

Stage 1

Any parent who is uneasy or concerned about an aspect of the Pre-Prep or Nursery provision should initially talk over any issues with the following members of staff:

- The child's class teacher
- Deputy Manager of the Nursery or Assistant Head of Pre-Prep

Stage 2

If this does not have a satisfactory outcome, or if the problem reoccurs, the parent should move on to making a formal complaint in writing to the Head of Pre-Prep who will investigate the matter quickly. The complainant can expect a written reply in acknowledgement on receipt of the complaint as well as some indication of how and when the complaint will be addressed within 5 working days.

Stage 3

When a formal complaint has been fully investigated, the Head of Pre-Prep should ensure that the person who made the complaint is informed in writing of the outcome.

Stage 4

If the person who made the complaint is still not satisfied with the outcome of the complaint they should contact the Headmaster in writing and request further investigation to take place.

Stage 5

If the complainant still remains dissatisfied after an initial investigation has taken place, they are entitled to take their complaint in writing to the Chair of Governors.

RECORD KEEPING

Provision will be made for a written record to be kept of all complaints, and of whether they were resolved at the Stage 1 or if they proceeded to Stage 5.

Parents can be assured that all 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)j of the Education (Independent Schools Standards) (England) Regulations 2003; by the Secretary of State for Children, Schools and Families; or where disclosure is required in the course of the school's inspection or where any other legal obligation prevails.

Should parents wish to do so, complaints can also be made to the Independent School Inspectorate and/or Ofsted. The contact details for both organisations are below.

ISI (Independent Schools Inspectorate),
CAP House,
9-12 Long Lane,
London EC1A 9HA

Tel: 020 7600 0100 Fax 020 7776 8849

Ofsted (The Office for Standards in Education),
Royal Exchange Buildings,
St. Anne's Square,
Manchester M2 7LA

Tel: 07002 637833 Fax: 07002 693274

St Andrew's School must provide Ofsted (and ISI) on request, with a written record of all complaints made during any specified period, and the action which was taken as a result of each complaint.

EYFS – Complaints Procedure

Complaints regarding children within the Early Years Foundation Stage (EYFS)
Parents of children within the EYFS can make a complaint directly to Ofsted should they so wish. Ofsted can be contacted on:

OFSTED
Early Years
Royal Exchange Building
St Anne's Square
Manchester
M2 7LA

Telephone: 08700 0002288

St Andrew's School must provide Ofsted (and ISI) on request, with a written record of all complaints made during any specified period, and the action which was taken as a result of each complaint.

POLICY EVALUATION

Evaluation and review of this policy takes place on a bi-annual basis. The staff works together to discuss any changes or adaptations. Throughout the year the whole staff are encouraged to feed back information and ideas regarding the implementation of this policy.

CONCLUSION

It is the aim of the Pre-Prep department to ensure that there is a continuity of approach throughout the school with regard to complaints and the welfare and education of the children. New members of staff will be informed of the department's policy on complaints and be expected to deal with parents worries and concerned promptly and politely.

This document was informed by reference to the relevant documentation issued by DFCS (DfES), IAPS and the East Sussex Local Authority including Every Child Matters, and refers to the guidance issued for the Foundation Stage . It is also in accordance with the school's policy on equal opportunities and child protection/safeguarding policies.[◊]

[◊] Complaintsproceduresandpolicy.doc/1s/2008