

# Oakwood Primary school and Oakwood Early Years

## Complaints Policy 2015

We believe that children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We welcome suggestions on how to improve our school and will give serious attention to any concerns about the running of our setting without delay. We anticipate that most concerns will be resolved quickly by an informal approach to the appropriate member of staff. If this does not achieve the desired result, we have a set of procedures for dealing with concerns.

We aim to bring all concerns about the running of Oakwood Primary or Early Years to a satisfactory conclusion for all the parties involved.

We keep written records of all complaints whether resolved at the preliminary stage or whether they proceed to a panel hearing.

We operate the following complaints procedure:

### How to Complain

#### Stage 1

- Any parent who wishes to make a complaint about an aspect of the provision at our Primary school or Oakwood Early Years can talk over, first of all, his/her concerns with the senior staff of that classroom i.e. Nursery Leader or Reception Teacher.

#### Stage 2

- If this does not have a satisfactory outcome, or if the problem recurs, the parent moves to Stage 2 of the procedure by putting the concerns or complaint in writing to the Early Years Manager and/or Head Teacher.
- Our school will investigate the concern and notify the parents of the outcome of the investigation within 14 days of receiving the written complaint.
- Most complaints should be able to be resolved informally at Stage 1 or at Stage 2.

#### Stage 3

- The parent requests a meeting with the Early Years Manager or the Head Teacher. The parent can have a friend or partner present if required. An agreed written record of the discussion is made. All of the parties present at the meeting sign the record and receive a copy of it.
- This signed record signifies that the procedure has concluded.

#### Stage 4

- If at the Stage 3 meeting the parents and Oakwood Primary School cannot reach agreement, then the matter can be taken to the trustees or the governors of our school. This will help to settle the complaint. The trustee/governor is accompanied by two other people appointed by school. Thus in total there will be three people. All three people will not have been directly involved in matters detailed in the complaint. This person should be acceptable to both parties, who will listen to both sides and offer advice. The parent can be accompanied if they so wish. A trustee /governor has no legal powers but can help to define the problem, review the action so far and suggest further ways in which it might be resolved.
- Staff within the Pre-School Learning Alliance are appropriate persons to be invited to act as mediators in the Early years.
- The trustee/governor keeps all discussion confidential. S/he can hold separate meetings with Oakwood Primary School and the parent, if this is decided to be helpful. The trustee/governor keeps an agreed written record of any meetings that are held and of any advice s/he gives.

#### Stage 5.

- When the trustee/governor has concluded her/his investigations, a final meeting between the parent, the Early Years Manager and the Head Teacher is held. The purpose of this meeting is to reach a decision on the action to be taken to deal with the complaint.
- The trustees/governors advice is used to reach this conclusion. The trustee/governor is present at the meeting if all parties think this will help a decision to be reached.
- A record of this meeting, including the decision on the action to be taken, is made. Everyone present at the meeting signs the record and receives a copy of it electronically or by traditional mail. This signed record signifies that the procedure has concluded.
- A copy of the findings and recommendations are available for inspection on the school premises by the proprietor and the head teacher.
- All correspondence statements and records of complaints are strictly kept as confidential. (this does not apply to the requirement of the school to provide parents and other interested parties with information about the number of complaints registered under the formal procedure during the proceeding year, nor to inspectors conducting inspection under section 126A of the Education Act 2002, or to the secretary of state, should they ask for access to such records.

## **The role of the Office for Standards in Education, Early Years Directorate (OFSTED)**

Parents may approach Ofsted directly at any stage of this complaints procedure. In addition, where there seems to be a possible breach of our registration requirements, it is essential to involve Ofsted as the registering and inspection body with a duty to ensure the Statutory Framework for the Early Years Foundation Stage are adhered to.

The telephone number for Ofsted is: 0300 123 3153

Email: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)

Parents can ask for the Investigation and Complaints Department.

These details are also displayed on our parent notice boards.

Oakwood Early Years will provide Ofsted on request, a written record of all complaints made during a specified period, and detail the action taken as a result of each complaint.

### **Records**

A record of complaints against Oakwood Primary and Early Years and/or the children and /or the adults working in our department is kept for at least 3 years, including the date, the circumstances of the complaint and how the complaint was managed.

**Date of next review: Sept 2016**

**Signed :**