

Harriet House School

Complaints Policy:

Principles and Implementation

Implementation date: September
2015

Review date: September 2024



Complaints Policy

At Harriet House complaints are rare because of the relationship we maintain with those involved in our school. We have an open-door policy ensuring staff are always available to discuss any issues or concerns. A complaint will be treated as an expression of genuine dissatisfaction, which needs a response. We wish to ensure that:

- Parents wishing to make a complaint know how to do so
- We respond to complaints within a reasonable time and in a courteous and efficient way
- Parents realise that we listen to complaints and take them seriously.
- We take action where appropriate.
- All complaints are reviewed on a regular basis.

Harriet House believes 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 Harriet House and will give prompt and serious attention to any concerns about the running of Harriet House. 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.

Stage 1

A parent who is uneasy about an aspect of Harriet House provision first of all talks over his/her worries with one of the group teachers. The teacher would then pass on the information to the Head Teacher. The staff would assess the information given and decide on necessary action. This would be recorded

and stored in the Complaints File and the parent would be notified of actions taken

Stage 2

If this does not result in a satisfactory outcome, or if the problem reoccurs, the parent talks to the Head Teacher. The Head Teacher will give the parent a Parental Complaints Form. All written complaints will be dealt with within 28 days. A record of this meeting is made on the form. Copies are made for both the parents and the school and are kept in our Complaints File for three years.

Complaints from parents

- If the complaint is regarding a member of staff it should be directed to the Head Teacher.
- If the complaint is about the Head then the point of contact is the Deputy Head. Complaints of this nature are usually resolved immediately with a meeting of the relevant people.
- If the complaint is regarding the environment, the complaint will be noted in the 'Complaints File' and addressed as soon as possible. The complaint may be reported to any member of staff who will inform the Head Teacher. A member of staff is responsible for the daily checks of the environment, signing the checklist to certify all was well within the overall risk assessment.
- If the complaint is between parents on the school premises and the school is involved, suitable measures will be taken and Harriet House will act as a mediator between the two parties to resolve the situation.
- If a parent makes a complaint about a child, a meeting will be arranged between the parent making the complaint, the Head Teacher and the child's key person. Dependant on the complaint, once information has been collected, the complainants parents will be called in for a meeting.

Complaints from the staff

- Complaints should be brought straight to the Head Teacher. If the complaint is regarding the Head then the complaint should be directed to Tracey Coakeley, the deputy head. A meeting will be arranged at the earliest opportunity with the relevant people.

Roles of OFSTED and the Local Children's Safeguarding Board

Parents may approach OFSTED directly at any stage of this complaints procedure, or indeed at any other time. In addition, where there seems to be a possible breach of registration requirements, it is essential to involve OFSTED.

Ofsted, 3rd Floor,

National Business Unit

Royal Exchange Building

M2 7LA

Telephone 0300 1234 666

Website: www.ofsted.gov.uk

These details are displayed on Harriet House notice boards. If a child appears to be at risk, Harriet House follows the procedures of the local LCSB. The Head Teacher works with OFSTED and the LCSB to ensure a proper investigation of the complaint is followed by appropriate action.

For children

CAAS

Council Offices

West Street House

West Street

Newbury

RG14 1BD

Telephone: 1635 503090

www.child@westberks.gov.uk

For adults

LADO

CP admin@westberks.co.uk

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