



## **COMPLAINTS POLICY AND PROCEDURE**

***This Policy includes the Nursery and Early Years Foundation Stage***

---

Hazelwood is an open community. As such it has nothing to fear and everything to gain from listening to and acting upon the concerns and complaints of parents.

Hazelwood School and The Nursery and Early Years Foundation Stage are proud of the quality of the teaching and pastoral care provided for its pupils. However, if parents do have a complaint, they can expect it to be treated by the School in accordance with the following procedure. All complaints will be responded to within 28 days or sooner (See Appendix 1 for timetable).

### **Stage 1 – Informal Resolution (within 5 working days of receipt of a complaint)**

- It is anticipated that most complaints and concerns will be resolved quickly and informally.
- If parents have a complaint they should normally contact their child's form teacher or room leader. In many cases the matter will be resolved straightaway by this means, to the parents' satisfaction. If the class teacher or room leader cannot resolve the matter alone, it may be necessary to consult the Nursery and EYFS Years' Manager, Mrs Jane O'Keefe, Acting Assistant Head, with responsibility for Early Years (EYFS), Mr Howard Garlick or the Head, Lindie Louw.
- Complaints made directly to the Head will usually be referred to the relevant class teacher or to the Head of Early Years (EYFS) unless the Head deems it appropriate for her to deal with the matter personally.
- The form teacher, room leader, Manager or Head 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 five working days or in the event that the form teacher, room leader or Manager 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 (meeting with the Head within eight days of receipt of a complaint by the Head, and resolution within ten working days post meeting with the Head.)**

- If the complaint cannot be resolved on an informal basis, then the parents should put their complaint in writing to the Head. The Head will decide, after considering the complaint, the appropriate course of action to take.
- In most cases, the Head will meet with or speak to the parents concerned, normally within eight 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 Head to investigate further investigations, usually conducted by the Deputy Head. The Deputy Head will seek resolution as quickly as is possible, and within ten working days of the meeting with the Head.
- Written records of all meetings and interviews held in relation to the complaint will be kept.
- Once the Head 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 Head will also give reasons for this decision. This will be communicated to parents within ten working days of the initial stage two meeting with the Head.
- If parents are still not satisfied with the decision, they should proceed to Stage 3 of this Procedure.

**Stage 3 – Panel Hearing (panel hearing within ten working days of initiation of stage three by parents plus findings and recommendations made to parents within a further ten working days.)**

- If parents seek to invoke Stage 3 (following a failure to reach an earlier resolution), they will be referred to the Chairman of the Governors, who has been appointed by the Governors to call hearings of the Complaints Panel. This panel will be called within 10 working days of the parents invoking stage three.
  - The matter will then be referred to the Complaints Panel for consideration. The Panel will consist of three persons, selected by the Chairman of the Governors, not directly involved in the matters detailed in the complaint. One member of this panel must be independent of the management and running of Hazelwood.
  - One of the Governors will act as the Convenor, on behalf of the Panel. They will acknowledge the complaint and schedule a hearing to take place as soon as practicable and normally within ten working 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 hearing. Copies of such particulars shall be supplied to all parties not later than five working days prior to the hearing.
  - The parents may be accompanied to the hearing by one other person. This may be a relative, teacher or friend. Legal representation is not appropriate.
  - If possible, the Panel will resolve the parents' complaint immediately without the need for further investigation.
  - 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 will normally complete within a further ten working days of the Panel Hearing. The Panel will write to the parents informing them of its decision and the reasons for it within this additional ten working days.

- The Panel's findings and, if any, recommendations will be sent in writing and electronically to the parents, the Head, the Governors and, where relevant, the person of whom a complaint has been made.
- A copy of the correspondence, findings and recommendations will be kept at the school for inspection by the Head or Chair of Governors. A copy of the findings and recommendations will also be available for inspection on the school premises by the proprietor and the Head teacher.
- A written record of complaints will be kept which shows whether they were resolved at the preliminary stage or at the panel hearing.
- A written record will be kept of action taken by the school as a result of these complaints regardless of whether the complaint is upheld or not.
- All 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 108 or 109 of the 2008 Act requests them.

### Further Information

#### **The role of the Office for Standards in Education, Early Years Directorate (Ofsted), the Independent Schools Inspectorate (ISI) and the Local Safeguarding Children Board**

Parents may approach Ofsted or the ISI 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 National Standards for Day Care are adhered to.

The address and telephone number of Ofsted are:

Ofsted  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD  
Tel: 0300 123 1231

The address and telephone number of the ISI is:

Independent Schools Inspectorate  
CAP House  
9 - 12 Long Lane  
London  
EC1A 9HA  
Tel: 0207 600 0100

#### **What to do if you are a Parent with a concern or complaints:-**

- Where possible speak to your child's teacher or key worker or room leader. They will endeavour to sort out any difficulties.
- If you are still concerned please arrange to see Jane O'Keefe, Howard Garlick or Lindie Louw
- You can also write to the Chair of Governors.

Mrs Annabel Lark  
Chair of Governors  
Hazelwood School  
Wolfs Hill  
Oxted  
RH8 0QU

- You can also contact OfSTED (if your child is in the Early Years Foundation Stage) or ISI at the above addresses and contact numbers.

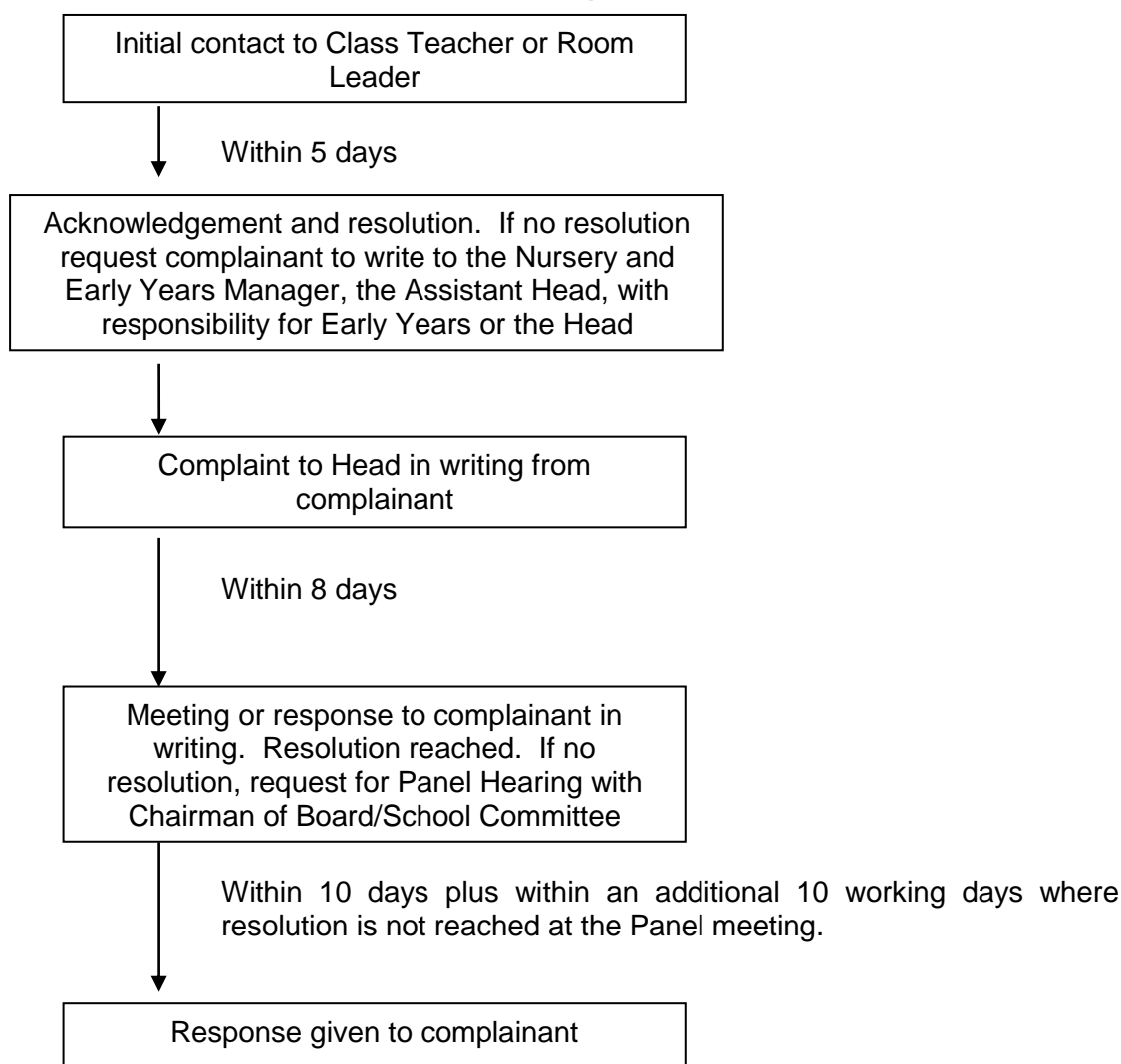
If a child appears to be at risk, we will follow the procedures of the Local Safeguarding Children Board in our local authority. In these cases, both the parent and setting are informed and the school works with OfSTED or the Local Safeguarding Children Board to ensure a proper investigation of the complaint followed by appropriate action.

### Records

A record of all complaints against our setting and/or the children and/or the adults working in our setting is kept for three years, including the date, the circumstances of the complaint and how the complaint was managed.

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 350 of the Education (Independent Schools Standards) Regulations 2016; where disclosure is required in the course of the school's inspection; or where any other legal obligation prevails. Complaints will also be disclosed on request to the Secretary of State.

### APPENDIX 1 – Timetable for Complaints Procedure



**Complete resolution must take place within 28 days**

EYFS, in accordance with EYFS regulatory requirements, must investigate written complaints relating to their fulfilment of the EYFS requirements and must notify complainants of the outcome of the investigation within twenty eight days of receiving a complaint.

The timescale above will be adhered to in the majority of incidences of complaint, however, holiday periods may impact upon the process as staff are not readily available to facilitate the process.

The number of complaints registered each year is available from the school office on request.

**Definitions:**

**School** means Hazelwood School

**Community** means Hazelwood School and The Nursery and Early Years Foundation Stage

**Nursery** means The Nursery and Early Years Foundation Stage, a wholly owned subsidiary of Hazelwood School providing care and education for children aged 3 months to four years and located at the Laverock site.

**\* Please note:**

It was acknowledged in the Autumn 2017 Compliance Committee Meeting and the December 2017 Board Meeting that this Policy is compliant but is currently being rewritten. It will therefore go through the ratification process during the Spring 2018 term.

## **Complaints Log - Summary**

*Please refer to the Complaints Policy for specific procedures*

**Date Complaint received:**

**How it was received (verbal, letter, email):**

**Name of the Complainant:**

**Name of the Child:**

**Brief overview of complaint:**

**Stage 1 - Informal Resolution date:**

*(within 5 working days of receipt)*

**Stage 2 - Formal Resolution date:**

*(meeting with the Head within 8 days working days of receipt)*

**Stage 2 - Resolution within 10 working days post meeting with the Head:**

**Stage 3 - Panel Hearing:**

*(within 10 working days of initiation of Stage 3)*

**Stage 3 - Findings and recommendations made to parents:**

*(within a further 10 working days)*

**Complete Resolution:**

*(must take place within 28 days)*