



Hazelwood School

## **PARENTAL COMPLAINTS POLICY AND PROCEDURE**

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

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This Policy applies to parents of all pupils (including parents of Nursery and Early Years Foundation Stage children) currently at Hazelwood School.

### **Background**

Hazelwood School and The Nursery and Early Years Foundation Stage are proud of the quality of the teaching and pastoral care provided to its pupils. However, if parents do have a complaint, they can expect it to be treated by the School in accordance with this procedure. Parents should not be reluctant to express their concerns due to a fear that they will not be taken seriously or that their child will be prejudiced as a consequence of doing so. Hazelwood encourages parents to escalate matters which concern them and will treat all such concerns seriously, following them up promptly, politely and confidentially. Hazelwood will not discriminate against any pupil as a consequence of any parent raising a complaint.

### **What is a complaint?**

*A complaint is any matter about which the parent of a pupil is unhappy and seeks action by the School. It may be made about the School as a whole or about a specific department or about an individual member of staff. We recognise that it is right and appropriate for a parent to make a complaint if they believe the School has done something wrong or failed to do something that it should have done, or acted unreasonable or unfairly.*

### **Records & Confidentiality**

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.

## **Stage 1 – Informal Resolution**

- 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. The form teacher or room leader must decide if, at that stage, it is a complaint or simply a need for clarification. A response should be given within 3 working days, and within 5 working days during holiday periods (or as soon as reasonably possible).
- In many cases the matter will be resolved immediately by this means, to the parents' satisfaction. It is anticipated that most complaints will be resolved at this stage and in which case no written record is required. However, if the form teacher or room leader cannot resolve the matter alone, it may be necessary for him/her to consult the relevant Head of Department, Head of Upper School, the Nursery Manager, the Assistant Head (with responsibility for Early Years), or the Deputy Head (Pastoral).
- Complaints made directly to the Head, Heads of Year, Deputy Heads or Head of Early Years will usually be referred to the relevant form teacher or room leader to deal with in the first instance unless he/she deems it appropriate for them to deal with the matter personally. The resolution of the complaint may also be delegated to the Head of Department
- 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**

- 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 five working days of receiving the written complaint, or within eight working days during holiday periods (or as soon as reasonably practical), to discuss the matter. If possible, a resolution will be reached at this stage.
- It may be necessary for the Head to carry out further investigations. This may be delegated as appropriate, but is usually delegated to the Deputy Head (Pastoral).
- Written records of all meetings and interviews held in relation to investigating 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 (or as soon as reasonably practical). If the ten working day limit is not achievable, the Head will inform the parents as soon as possible to inform them of when they can expect a response. A copy of that response may also be provided to any individual member of staff complained of, as deemed appropriate by the Head.
- If parents are still not satisfied with the decision, they should proceed to Stage 3 of this Procedure. At this stage and with complaints regarding fulfilment of the EYFS requirements, EYFS parents will be provided with, in writing, the names, addresses and telephone numbers of:

- OFSTED 0300 123 1231 [www.ofsted.gov.uk/early-years-and-childcare](http://www.ofsted.gov.uk/early-years-and-childcare)
- Independent Schools Inspectorate (ISI): 020 7600 0100; [www.isi.net](http://www.isi.net)

### **Stage 3 – Panel Hearing**

- If parents seek to invoke Stage 3 (following a failure to reach an earlier resolution), they will be referred by the Head to the Chairman of the Governors, who has been appointed by the Governors to call hearings of the Complaints Panel.
- The matter will then be referred to the Complaints Panel for consideration. The Panel will consist of at least 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 the School.
- 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 within 28 days but it may be substantially less if the matter is of particular urgency.
- 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 and any member of staff about whom the complaint may be made and whom the Panel wishes to appear at the Panel Hearing, may be accompanied to the hearing by one other person. This may be a relative, teacher or friend. Legal representation will not normally be 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 fourteen days of the Panel Hearing. In cases concerning EYFS complainants will be notified within 28 days of the complaint having been received.
- The decision of the Panel will be final.
- The Panel's findings and, if any, recommendations will be sent in writing to the parents, the Head, the Chair of 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. If requested by Ofsted and/or ISI, the Panel will provide a written record of all complaints made during any specified period, and the action which was taken as a result of each complaint.
- A written record of complaints will be kept which shows whether they were resolved at the preliminary stage or at the Panel hearing, and the date of resolution of each complaint (in a Complaints Log as attached). 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.

Parents can be assured that all concerns and complaints will be treated seriously and confidentially. All parents have the right to know how many formal complaints were received during the previous school year and this information can be requested from the Head. This Policy is available to all parents on the School's website.

This Policy operates in conjunction with the standard Terms and Conditions set out and agreed by parents on acceptance of a place at Hazelwood School. In particular, attention is drawn to Clause 8.18 Complaints Procedure (Hazelwood School) and E2 Concerns/Complaints (Hazelwood Nursery and Early Years).

#### 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 600 010

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

Lindie Louw  
Head of Hazelwood

## Complaints Log - Summary

**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:**

**Stage 2 - Formal Resolution date:**

**Stage 3 - Panel Hearing:**

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