



ARNOLD LODGE
4 - 18 yrs Co-educational Independent Day School

Arnold Lodge

Complaints

Procedure *including*

EYFS

Approved: September 2018

Reviewed Annually

Next review date: August 2019



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Complaints Procedure

The school recognises and acknowledges parents' entitlement to complain. Arnold Lodge welcomes all constructive feedback and will endeavour to provide the best educational provision possible at all times.

We hope to work with you in the best interests of the children and young people in our care.

A complaint is an expression of dissatisfaction with a real or perceived problem. A concern or a complaint may be made if a parent thinks that the school has:

- done something wrong
- failed to do something it should have done
- acted unfairly or impolitely

We consider a complaint to be one which is made formally in writing and has failed to be resolved by stage 1 of the complaints procedure and has then been escalated to Stage 2. A complete record of formal complaints (from stage 2) and actions will be kept. Findings that proceed to a panel hearing will be available on the school premises for inspection by the Directors.

Stages of complaint procedure

Stage 1 - Informal Complaint

Stage 1

Informal Complaints may be made initially on an informal basis by letter, telephone call, e-mail, verbally or during a meeting. They should normally be raised with the form tutor, mentor or class teacher in the first instance, or with the relevant subject teacher if the concern is an academic issue. Any concern referred to a member of staff should be resolved normally within five working days.

Concerns made directly to a member of Senior Leadership Team or the Head will usually be referred to the relevant teacher unless deemed more appropriate to be dealt with personally.

Stage 2 – Formal Complaint

2(i)

If the concern persists and cannot be resolved on an informal basis, it should be taken to the Head as a written letter of complaint. The Head, or the member of staff the Head deems most appropriate to handle the complaint, will then investigate the matter and resolved normally within 10 working days.

2(ii)

Written complaints about the fulfilment of the EYFS requirements must be investigated and the complainant notified of the outcome of the investigation normally within 10 working days. EYFS parents have the right to complain directly to Ofsted and/or ISI about the fulfilment of the EYFS curriculum requirements but this is only the case once the EYFS complaint has gone through the whole of the school's complaints procedure.

The record of complaints must be made available to OFSTED and ISI on request.

A written record of all complaints that reach stage 2 will be kept and such record cover whether they are resolved following this procedure, or proceed to panel hearing and cover the action taken by the school (regardless of whether the complaint is upheld).

Stage 3 – Panel Hearing

If parents are still not satisfied with the response they may request that the complaint be placed in the hands of a panel of at least three people who are not directly involved in the matters detailed in the complaint, one of whom is independent of the running of and management of the school. For example, the panel might consist of two directors and an outside



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professional. The Directors will be responsible for the appointment of the panel normally within 15 working days of a request for a hearing. Parents may attend and be accompanied by a friend if they wish. Legal representation is not appropriate at such a hearing.

If parents seek to invoke Stage 3 (following a failure to reach an earlier resolution), they should write to Mr Wynford Dore, Director & Chair at the school's address. Mr Dore will then call a hearing of the Complaints Panel and will take responsibility for assembling an appropriate panel as outlined above.

The panel's findings and recommendations will be communicated in writing or electronically to the complainants, Head and, where relevant, the person who is the subject of a complaint, normally within 5 working days. The Panel's findings are final.

A written record will be kept of all complaints and will show whether they are resolved following a formal procedure, or proceed to a panel hearing; and will list the action taken by the school as a result of these complaints (regardless of whether they are upheld).

These records are kept securely within the Headteacher's office and will remain confidential, except where the Directors or the Secretary of State or a body conducting an inspection under section 108 or 109 of the 2008 Act requests access to them.

These records should be made available to Directors and ISI Inspectorate if requested.

Our 'normal' response times should be met as often as possible. Some flexibility may be required in instances of staff absence or outside of term time where it may be difficult to investigate concerns and complaints. Parents will always be informed where there may be reasonable delays.

Parents with children in the Early Years Foundation Stage can make a complaint to OFSTED, and/or ISI at the following addresses in regards to the delivery of the EYFS curriculum and only after following the whole of the complaints process (including panel hearing):

OFSTED

Piccadilly Gate,
Store Street,
Manchester
M1 2WD
Ofsted Helping: 0300 123 1231
Textphone: 0161 618 8642

ISI

CAP House
9-12 Long Lane
London
EC1A 9HA
ISI: 020 7600 0100

Anonymous Complaints

It is at the Head Teacher's discretion what action, if any, should be taken in response to anonymous complaints.

Complaints registered under the formal procedure during 2017/2018: 0

This policy is available on the school website www.arnoldlodge.com



Concerns & Complaints Procedure

