

## Complaints Procedure

Definitions: When we use the term Prepatoria we mean, The Prepatoria School, sister school and nurseries. When we use the term children we mean, babies, toddlers, children and pupils.

When we use the term staff, we mean, teachers, leaders, Head of Schools, practitioners, apprentices, ancillary staff and volunteers.

We aim to bring all concerns about the running of The Prepatoria to a satisfactory conclusion for all parties involved.

Complaints will be dealt with professionally and promptly to ensure that any issues arising are handled effectively, prioritising the welfare of all children at all times.

In the case of a complaint relating to child protection, please refer to the Safeguarding Policy.

We welcome any suggestions from parents on how we can improve our services, and will give prompt and serious attention to any concerns that you may have by following our complaints procedure as outlined below:

### Procedure to be followed:

#### **Stage 1**

If any parent should have cause for complaint or any queries regarding the care or education being provided by the Prepatoria they should in the first instance take it up with the child's Teacher, Key Person, Room Leader or the Deputy.

#### **Stage 2**

If the issue remains unresolved or parents feel they have received an unsatisfactory outcome, then these concerns must be presented in writing to the Prepatoria's Principal who will then investigate the complaint and report back to the parent within five working days. This will be fully documented in the complaints log and will detail the nature of the complaint and any actions arising from it.

*(Most complaints are usually resolved informally at stage 1 or 2.)*

#### **Stage 3**

If the matter is still not resolved, a formal meeting will be held between the Principal, parent and a senior staff member to ensure that it is dealt with comprehensively. A record of the meeting will be made along with documented actions. All parties present at the meeting will review the accuracy of the record, sign to agree and receive a copy, which will signify the conclusion of the procedure. All information discussed at the meeting will remain confidential.

#### **Stage 4**

#### **Prepatoria Core Values:**

Respect for All, Quality in all Areas, Achieving Educational Excellence, Maintaining Uniqueness Developing a Professional workforce.

If a parent feels that the action of the meeting with the Principal and Senior staff member is not fully resolved, then they have the right to appeal and to be accompanied at the appeal. The appeal will be heard before three independent people. These will include one other staff member and two parents from the Friends of Shrewsbury Prepatoria (FOSP).

The findings and the recommendations of the panel will be recorded, and a copy of the findings and recommendations will be given to the complainant and if relevant to the person being complained about.

A further copy will be kept in the Complaints Folder and will stipulate whether the complaint was resolved following a formal procedure or by panel hearing and will record the action taken by the school as a result of the complaint, regardless of whether the complaint was upheld.

The correspondence, statements and records will be available to inspectors. All records will be kept confidential except where the Secretary of State or a body conducting inspection requests access.

It is anticipated that at this stage the matter will be resolved to the satisfaction of the parent.

It is clearly understood that parents have the right to contact OFSTED (Office for Standards in Education) if they feel that they have not received a satisfactory response to their complaint or if they are concerned with any aspect of the care we offer their child at The Prepatoria.

Their address and telephone number are as follows:

Inspection and Registration Team,

OFSTED

Piccadilly Gate

Store Street,

Manchester,

M1 2WD

Telephone for Complaints and Enforcement is: 0300 123 123