

## **Hooke Court School Complaints Procedure**

If a parent /carer has an issue either involving their individual child or the School as a whole, they should in the first instance raise the issue with either their child's Teacher or the Head Teacher of Hooke Court School.

In the first instance every effort will be made to resolve any matters within the School through discussion.

- a. A matter relating to an individual child should be discussed between the parent/carers and the Teacher.
- b. The class teacher will make a written record of all concerns and complaints and the date on which they were received. If the complaint is not solved informally, the complainant may send their complaint in writing to the Head Teacher.
- c. On receipt of the complaint, the Head Teacher will decide upon the appropriate course of action to be taken. In most cases the Head Teacher will meet with the parents concerned, normally within 5 - 10 working days of receiving the complaint, to discuss the matter. If possible a resolution will be reached at this stage. The Head Teacher will keep written records of all meetings and interviews held in relation to the complaint. Once the Head Teacher is satisfied that, so far as is practicable, all the relevant facts have been established, a decision will be made and parents will be informed of their decision in writing. The Head teacher will give reasons for their decision.
- d. Should the matter still remain unresolved then it should be put before a panel of people consisting of at least three people who have not been directly related to the complaint. The panel will aim to deal with the complaint within 10 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 3 working days prior to the hearing.
- e. The complainant may also attend the hearing.

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 shall normally be completed within 5 – 10 working days of the Hearing. The Panel's findings and, if any, recommendations will be sent in writing to the parents, the Head Teacher, the proprietors and, if relevant, the person complained of. The decision of the panel will be final.

At all points through these processes all parties involved will be kept informed of progress and keep thorough notes and minutes of all meetings in a confidential manner except to the extent required by paragraph 6(2)(j) of the Education (Independent School Standards) (England) Regulations 2003, by the Secretary of State for Children, Schools and Families, or where disclosure is required in the course of the school's inspection or under other legal authority. The complaint will be kept on file but will remain strictly confidential between parties indicating at which stage they were resolved.

If the matter raised concerns a general or policy issue, again it should first be raised with the Teacher, who will report it to the Head Teacher or Deputy Head Teacher for consideration.

# Hooke Court Nursery

## Complaints Procedure

If a parent /carer have an issue either involving their individual child or the Nursery as a whole, they should in the first instance raise the issue with either their child's Teacher or the Head Teacher of Hooke Court School. We aim to hold close relationships with parents/ carers and welcome informal discussions at drop off and pick up times or we would be happy to make a formal meeting appointment.

If the parent/carers feels unable or unwilling to raise the matter in this way, they can approach:

**a. Ofsted on 0845 640 4040**

In the first instance every effort will be made to resolve any matters within the setting of the Nursery.

**A formal complaint should be received in writing then the issues raised will be dealt with within the following appropriate framework and a record of the complaint and outcome will be kept.**

- a. A matter relating to an individual child should be discussed between the parent/carers and the Nursery Teacher.
- b. Should the matter not be resolved, the issue will be brought to the attention of the Head Teacher who will meet with all parties involved.
- c. If the matter raised concerns a general or policy issue, again it should first be raised with the Nursery Teacher, who will report it to the Head Teacher for consideration.
- a. Should the matter remain unresolved following the above procedures it should be referred to a specially convened panel consisting of Head Teacher, the Nursery Teacher, and an independent expert (e.g. a representative of the Dorset Sure start Unit if appropriate). The complaint should be submitted in writing to the panel and the person who has complained should be given the opportunity to address the panel with any additional information. The panel may also require others to submit written information for consideration.
- b. The outcome of any investigation will be made available to the complainant in writing within 28 days.
- c. If the complaint continues to remain unresolved, either party can enlist the help of an official external mediator.

At all points through these processes all parties involved will be kept informed of progress and the group will inform Ofsted of the outcome if they have been involved. A record of the complaint will be kept on file but will remain strictly confidential between parties