



# Rivington Park Independent School & Nursery

## Complaints Policy

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### **POLICY STATEMENT**

This provision encourages parents to share their concerns regarding the running of the provision and suggestions for improvement as early as possible to avoid a subsequent complaint.

Parents should be aware of the complaints procedure and urged to use it in order to try and minimise concerns escalating before they are resolved.

### **RATIONALE**

We aim to provide the highest quality education and care for all our children. We aim to offer a welcome to each individual child and to provide a warm and caring environment within which all children can learn and develop as they play.

We believe children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. Our intention is to work in partnership with parents and the community generally and we welcome suggestions on how to improve our group at any time.

### **AIM**

The aims of this policy are:

- to set out the procedures to be used for making a complaint to the provision, either verbally or in writing
- to establish the procedures to be followed by the provision when dealing with a complaint
- to set out the procedures to be used when a complaint has been made directly to Ofsted about the provision.

### **COMPLAINTS PROCEDURE (NURSERY)**

A parent who is uneasy about any aspect our provision should first of all talk over any worries and anxieties with the member of staff most closely involved with the child.

All concerns and complaints will be dealt with courteously and promptly.

Confidentiality of those concerned in the complaint (adults and children) will be maintained, with only those who 'need to know' being aware of their identity.

- If this does not have a satisfactory outcome, or if the problem recurs, the parent

should discuss this with the Manager or Head teacher who will look at the problem, review the action so far and suggest further ways that it might be resolved. We believe that most complaints are made constructively and can be sorted out at an early stage. We also believe that it is in the best interests of the nursery that complaints should be taken seriously and dealt with fairly and in a way that respects confidentiality.

Parents will be given a clear procedure as to how to complain which usually involves:

- talking to the child's key person about their concern, or
- talking to their manager if the concerns are about the key person, and
- agreeing a course of action.

If no agreement can be made then the parent should put the complaint in writing to the provider who must then record the complaint and investigate it, keeping the parent informed. At all times the provider should seek to resolve the concern and agree a course of action with the parent.

Written complaints must be investigated and the outcome reported back to the complainant within 28 days.

Verbal complaints will also be considered and resolved promptly to reach a satisfactory outcome for both the complainant and the provision.

In some circumstances the parent may wish to complain to Ofsted, who have a duty to ensure national standard requirements are adhered to and with whom we work in partnership to encourage high standards. Providers should ensure that parents have the necessary information to do so.

### **The Role of the Registering Authority**

The registering authority would be involved if a child appeared to be at risk or where there seemed to be a possible breach of registration requirements.

OFSTED can be contacted at: -

OFSTED  
3<sup>rd</sup> Floor  
Royal Exchange Buildings  
St Ann's Square  
Manchester  
M2 7LA

Tel: 0845 601 4772

Any complaint received from Ofsted will be dealt with accordingly within the time-frame set by Ofsted and written records will be kept of all investigations and outcomes. Where appropriate the provider will agree the appropriate course of action with Ofsted.

Written records of complaints must include the date of the complaint, how it was made, the details of the complaint itself, who the complainant was, the EYFS requirement to which it relates, how the complaint was dealt with and by whom, actions proposed or taken, whether the record has been shared with the complainant and when and they must be signed and dated by the staff member who completed the record.

## **COMPLAINTS PROCEDURE (SCHOOL)**

### **Making Complaints Known**

Where a parent or guardian has a complaint in respect of the safety, care or quality of education they must bring it to the attention of the Head Teacher without delay.

The Head Teacher will invite the parent or guardian to an informal meeting to discuss the matter and will investigate any concern or complaint and ensure that they are resolved to the satisfaction of both parties within 7 days of the meeting where the concern was first discussed.

### **Where a complaint is not satisfactorily resolved after the initial informal meeting.**

Where the cause for concern remains unresolved after the first meeting the parent must write to the Board of Directors to raise a formal complaint with the school.

The letter can be addressed to :

Board of Directors  
Rivington Park Independent School,  
Knowle House  
Rivington Lane  
Horwich  
Bolton  
BL6 7RX

The letter should be sent by recorded delivery.

The Board of Directors will raise the concern with the Head Teacher who will be required to review all the circumstances and respond in writing to the parent or guardians concern. This should be within 14 days unless the matter is exceptionally complex and requires more thorough investigation in which case the parent/ guardian will be advised of the date of response.

### **Right to appeal the formal decision of the school**

If the parent/ guardian remains dissatisfied with the written response of the school to the concern raised the parent may request a formal hearing to review the decision of the school.

This request must be made in writing and addressed to the Board of Directors.

The appeal letter must be sent by recorded delivery and received within seven days of receiving the schools written response to the formal complaint.

The appeal panel will include an independent professional who has not been involved with the preceding stages.

Parents may attend the panel hearing and may be accompanied.

The panel hearing the complaint are free to make whatever recommendations to the school management team and governing body that they feel are appropriate in the circumstances. These recommendations must be made in writing and provided along with their findings to the parents as well as the school, the head teacher and where relevant the person complained about.

### **Recording Complaints**

All formal complaints must be recorded and retained in the complaints file along with the actions taken to address them.

Working documents relating to the investigation of the complaint and any other sensitive pupil, staff or commercial information will be classified confidential and retained securely by the school subject only to compliance with the FOI act.