

# Eridge House

## COMPLAINTS POLICY

**At Eridge House, we aim to provide a high quality of education and care of all the children, welcoming each individual child and family. We believe that children and parents are entitled to courtesy and careful attention to their needs and wishes. We welcome comments and suggestions from parents and carers and believe that by working in partnership with our families, most complaints can be resolved easily and informally at an early stage.**

However, it is in the best interests of the school and the parents that complaints should be taken seriously and dealt with fairly and confidentially. We recognise that occasionally there may be concerns about some aspect of school life. For parents wishing to make a complaint, the following procedures apply:

### **Making concerns known:**

- In the first instance, parents are encouraged to approach their child's teacher or a member of the Senior Management Team to raise an issue. However, complaints may be made in person, by telephone or in writing.
- Most complaints are resolved informally at this stage, through discussion. The Headteacher will usually contact the parent(s) by telephone to ensure that agreement has been reached.

### **Dealing with complaints:**

- If the matter has not been resolved, the parent(s) should request a meeting with the Principal and Headteacher. Discussions will be confidential and a written record of the meeting will be kept.
- If the meeting does not serve to resolve the complaint, the parent(s) will be asked to put their complaint in writing or in electronic form, if they have not already done so.
- The school will investigate the complaint, take any necessary action and inform the parent(s) of the outcome of our findings within 10 days
- If the complainants wish the matter to be considered further, the school will make provision for a hearing before a panel of at least 3 people who are independent of the case, one of whom is independent of the school. For example a Head teacher from another school.
- Parents will be given a minimum of one week's notice of the date of the hearing, will be invited to attend and to be accompanied to a panel hearing if they wish.
- Following the hearing, the panel will make findings and recommendations, and ensure that the complainant, proprietor, headteacher, and, where relevant, the person complained about, are given a copy of any findings and recommendations.

- We are required to keep a written record of the complaint, any action taken, including whether it was resolved informally or formally, and the outcome of any investigation. All written records are confidential.
- The school will provide parents with the number of complaints received on a yearly basis.
- We will keep records of any complaints received for 10 years from the date on which the record is made.

At any stage, parents will be informed that they are entitled to make a complaint to the Local Education Authority or to Ofsted, our regulatory body. Ofsted will normally refer complaints back to the school for investigation in the first instance. Contact details are as follows:

**Pat Bunche**

Head of Early Years Service  
London Borough of Hammersmith and Fulham  
c/o Town Hall  
King Street  
London W6 9JU  
Tel: 020 8753 3772

**Complaints Manager**

Ofsted  
Southern Regional Centre  
Freshford House  
Redcliffe Way  
Bristol BS1 6NL  
Tel:08456 404040