



COMPLAINTS PROCEDURE

Introduction

Susan Daughtrey Education aims to be fair, open and honest when dealing with complaints and seeks to resolve them through open dialogue and mutual understanding.

Consideration will be given to all concerns and complaints and they will be dealt with as swiftly as possible.

In all cases, the interests of the child will be put above all other issues.

All procedures are underpinned by the following framework:

- encourage a resolution to the problem by informal means
- be simple to use and understand
- be impartial
- work together co-operatively to reach the best resolution for everyone
- allow swift handling with time-limits for action keeping people informed of the progress
- to ensure a full and fair investigation by an independent person where necessary
- respect confidentiality, wherever possible (some information sharing may be necessary to carry out a thorough investigation)

This document does not apply to complaints about: Disciplinary issues relating to members of staff as this would follow its own process of complaints and appeals which are outlined in their relevant policies.

For more information, please read our **Child Protection and Safeguarding Policy**. Anonymous complaints will not be examined under this document.

Stage 1 - When an issue or concern first arises

If you have a concern that you would like to take up with Susan Daughtrey Education you should initially inform a member of staff either in person, over the telephone or in writing. You may then be invited to an informal meeting with the member of staff most appropriate for dealing with your concern.

We encourage parents to approach staff with any concerns they may have and aim to resolve all issues with open dialogue and mutual understanding. All members of staff work very hard to ensure that each child is happy and is making good progress and they always want to know if there is a problem, so they can help to resolve it.

Stage 2 - Formal Complaints

Most concerns are resolved by raising an initial concern first. If you do not feel your concern has been dealt with as you would like or you are unhappy with the outcome of your informal meeting or feel that the issue is serious enough that it warrants it, you will be asked to complete a complaints form (Appendix 1).

Complaints Form

The aim of the form is to ensure each party has a clear and common understanding of the complaint and includes a section on what actions might resolve the problem at this stage. It can be used by anyone making

a complaint about the operation of Susan Daughtrey Education which is not covered by an alternative procedure.

The form should be returned to Susan Daughtrey Education for the attention of James Daughtrey, Susan Daughtrey Education, Burkes Court, Burkes Road, Beaconsfield, Buckinghamshire HP9 1NZ marking the envelope 'PRIVATE & CONFIDENTIAL, FOR IMMEDIATE ATTENTION'. You can also send a copy by email to jdaughtrey@sde11plus.com with the Subject as above.

You will receive an acknowledgement of the receipt of your complaint form within 5 working days.

The management may invite you to attend a meeting to discuss the issues and possible solutions, or to explain what has or will happen as a result of your complaint. A full record will be kept of all interactions with you and other staff, meetings and decisions made in reference to your complaint.

Investigation

An investigation will be carried out into the complaint and the way it has been handled by the management. This will include a review of any relevant documentation and information and seek the views of relevant people, where necessary. The person undertaking the investigation will normally write to you with the outcome of this process within 15 working days of receiving the complaint.

If, at any time, it becomes apparent that the complaint is a disciplinary or capability issue, the matter will be dealt with by following the appropriate procedure rather than the complaints procedure. You will be notified if this is the case with your complaint, however, you are not entitled to know which procedure, or the final outcome because of the right to confidentiality of the member of staff involved.

Vexatious complaints

Whilst it is hoped that this document will reduce any dissatisfaction, it is acknowledged that there may be rare occasions where a complainant continues to be dissatisfied and the outcomes achieved under the complaints procedure.

Where a complainant attempts to re-open an issue which has already been dealt with under the complaints procedure, the management will contact them to inform them that the matter has already been dealt with and that either that stage of the policy has been exhausted or that the complaints procedure has been exhausted and the matter is considered closed. Where further correspondence is received on the same matter, this may be considered vexatious and there will be no obligation to respond to that correspondence.

Complaints relating to the Voluntary Register

If you wish to make a complaint relating to the requirements of the Voluntary Register, then the following procedure needs to be followed:

1. Any complaint made in writing and submitted or emailed that relates to the Requirements of the Voluntary Childcare Register will be fully investigated.
2. Any complaint will be dealt with in full within 28 days of receipt of the written complaint, this will include a written response, which will include an account of the findings of the investigation and any action taken as a result.

3. SDE keeps a written record of complaints which includes:

- The nature of the complaint
- The OFSTED requirement it relates to
- How the complaint was dealt with
- The outcome of the investigation
- Any action taken
- Whether the parent was given an account of the findings within 28 days of the date on which the complaint was received.

Complaint report summaries relating to the Voluntary Register are available to parents and OFSTED and are kept for three years.

If the complainant is not happy with the final decision made, they can take their complaint directly to OFSTED.

Ofsted Complaints Line: 0300 123 1231

Mailing Address:

OFSTED
Clive House
70 Petty France
London
SW1H 9EX

Email: enquiries@ofsted.gov.uk

Review and Monitoring of Complaints

Susan Daughtrey Education will review and evaluate all complaints no matter how far they are taken or what the outcome to ensure that similar problems are avoided in the future or to see if they could have been managed any more effectively. All records of any complaints will be kept confidential.

COMPLAINTS PROCEDURE

Please complete and return to Susan Daughtrey Education who will acknowledge receipt and explain what action will be taken.

Your name:

Pupil's name:

Your relationship to the pupil:

Address:

Postcode:

Day time telephone number:

Evening telephone number:

Please give precise details of your complaint, including dates, names of witnesses, etc to allow the matter to be fully investigated

What actions, if any, have you already taken to try and resolve your complaint.

(Who did you speak to/write to and what was the response)?

What actions do you feel might resolve the problem at this stage?

Are you attaching any paperwork? If so, please give details

Signature:

Date:

Official Use