

Complaints Procedure Policy



At LCS we take pride in the quality of teaching we offer and welcome comments and concerns that parents or guardians may have. Should a parent or guardian have a complaint or grievance about any aspect of LCS then they can expect to be treated in accordance with the Complaints Procedure Policy.

Overview – the purpose of the LCS complaints procedure:

- i) To ensure that parents / guardians who wish to make a complaint know how to.
- ii) To state clear timescales for dealing with any complaints received.
- iii) To show parents / guardians how seriously we take their complaints.
- iv) To outline the action that LCS will take when it receives a complaint.

Stage 1 – Informal discussion

The parent/guardian should in the first instance:

- i) Approach their child's teacher informally to discuss their concerns. This can be done in person, by telephone or by email. We hope that direct contact with the pupil's teacher will resolve the matter.
- ii) Should this prove unsatisfactory, or if the complaint is about the child's teacher, then the Headteacher should be contacted in writing. [See Stage 2]

At this stage the child's teacher will make a written record of any concerns or complaints and the date on which they were made. All complaints and the action that was taken as a result of each complaint will be kept in the Complaints file kept in the Headteacher's office. Should the matter not be resolved within 5 school days of the complaint or if the outcome is unsatisfactory then you are advised to proceed to Stage 2.

Stage 2 - Written complaints

Should the informal approach prove unsatisfactory, parents/guardians should put their complaint in writing to the Headteacher.

At this stage the Headteacher will decide, after considering the complaint, the appropriate course of action. The Headteacher will aim to meet with the parents or guardians within 5 working days to discuss the complaint and agree on a resolution.

If the Headteacher decides that further investigations are necessary to resolve the issue, then a reasonable timescale for the investigation to take place will be agreed with the complainant. Once the Headteacher is satisfied that, as far as is practicable, all relevant facts have been established then the complainant will be informed of the outcome in writing. The Headteacher will give his/her reasons as far as is reasonably possible.

Records of any concerns or complaints and of the action taken to resolve the issue, including any further investigations, will be kept.

Should the matter not be resolved within this agreed time frame or if the outcome is unsatisfactory then parents/guardians are advised to proceed to Stage 3.

Stage 3 - Formal discussion panel

If the written complaint procedure does not satisfactorily end the matter, parents are encouraged to ask for a "panel" to hear the complaint. This panel will:

- i) be convened by, or on behalf of, the Governing Body within 10 school days of the request who will make sure that all parties involved are given adequate notice.
- ii) be made up of at least 3 people who were not directly involved in Stage 2 of the complaint process.
- iii) include the complainant who may wish to be accompanied to the hearing.
- iv) include one person who is independent of the management and running of the school.
- v) provide a written summary of recommendations to the complainant and, where relevant, the person complained about, within 5 school days of the hearing date.
- vi) keep confidential records of every stage of this process.

Note: Correspondence, statements and records will be kept confidential except in so far as is required of the school by paragraph 6(2)(j) of the Education (Independent Schools Standards) Regulations 2003; according to section 162A of the 2002 Act, where disclosure is required by the Secretary of State (in practice the DfE) and inspectors operating under Section 162A of the 2002 Act; or where any other legal obligation prevails.

EYFS Complaints Procedure

Should a parent have concern about the fulfilment of EYFS Safeguarding and Welfare requirements, they should be made in writing and will be investigated within 28 days. The complainant will be notified of the outcome of the investigation within this time period. The record of complaints is made available to ISI on request. In the event that parents are not satisfied that the school is meeting EYFS Safeguarding and Welfare requirements, details of how to contact ISI will be given. In the case of a following inspection, parents will be notified and informed of the final outcome.

Policy approved by Governors, July 2015.