

**DOWNHAM PREPARATORY SCHOOL and MONTESSORI NURSERY.**

**Complaints Policy**

**1 Introduction**

**This complaints procedure complies with Section 29 of the Education Act 2002**

- 1.1** We strive to provide a good education for all our children. The Principal and staff work very hard to build positive relationships with all parents. However, the school is obliged to have procedures in place in case there are complaints by parents or guardians. The following policy sets out the procedures that the school follows in such cases.
- 1.2** If any parents are unhappy with the education that their child is receiving, or have any concerns relating to the school, we encourage them to talk to the child's form teacher immediately.

**2 Aims**

- 2.1** Our school aims to be fair, open and honest when dealing with any complaint. We give careful consideration to all complaints, and deal with them as swiftly as possible. We aim to resolve any complaint through dialogue and mutual understanding. In all cases we put the interests of the child above all else. We provide sufficient opportunity for any complaint to be fully discussed, and then resolved.

**3 The complaints process**

- 3.1** If a parent is concerned about anything to do with the education that we are providing at our school, they should, in the first instance, discuss the matter with their child's form teacher. In our experience most matters of concern can be resolved positively in this way. All teachers work very hard to ensure that each child is happy at school, and is making good progress; they naturally want to know if there is a problem, so that they can take action before it seriously affects the child's progress.
- 3.2** Where parents feel that a situation has not been resolved through contact with the form teacher, or that their concern is of a sufficiently serious nature, they should make an appointment to discuss it with the Deputy Headteacher. The Deputy Headteacher considers any such complaint very seriously, and investigates each case thoroughly. Most complaints are normally resolved by this stage.
- 3.3** If any parent is still not content that the complaint has been dealt with properly, then s/he can make an appointment to see the Headteacher and Owner of the school. The Headteacher will see the parents within 3 school days of their request.
- 3.4** If a parent feels they then need to take the matter further, they should contact OFSTED (the Office for Standards in Education).

**4 Monitoring and review**

**4.1** This policy is reviewed every two years, or before if necessary.

**Signed:**

**Date: March 2008.**

**Reviewed March 2010**

**Reviewed February 2012**

**Reviewed March 2014**

**Reviewed March 2016**

**Reviewed January 2017**