

École Française de Bristol



Complaints procedure

Last review date:	May 2024
Next review date:	May 2025

The Ecole Française de Bristol provides education and childcare for children aged 3 to 11.

This policy has been revised to take account of the requirements of both the Early Years Register and the Childcare Register.

Early Years Register

For our pupils in the nursery class, primary day release classes and holiday clubs until 31 August following their 5th birthday

Childcare Register

For our pupils from 1st September following their 5th birthday up to and including the age of 7 in the primary day release classes and holiday clubs

The main purpose of a complaints procedure is to solve problems and give parents a means to raise issues of concern and have them addressed. We are committed to open and regular dialogue with parents, and we welcome comments and suggestions that can help us improve our service to children and their parents. The requirement to have a complaints procedure need not in any way undermine efforts to resolve the concern informally.

All members of staff should be aware of the complaints procedure and understand the importance of attempting to resolve problems before they become formal complaints.

MAKING A COMPLAINT

1- Informal stage

Many minor complaints can be resolved quickly and informally. There are many occasions when concerns are resolved straight away through the class teacher or school secretary, depending on the nature of the complaint.

This is where the procedure should start and unless there are exceptional circumstances there should always be full discussion at the informal stage. Parents should contact the teacher or school secretary depending on the nature of the complaint, and arrange a meeting to resolve it.

If the complaint has not been resolved at the first meeting, the parents should contact the Headteacher/Manager. The Headteacher/Manager will, in most cases, resolve the matter to the satisfaction of all concerned without recourse to the formal stage.

2- Formal stage

First Stage

If it has not been possible to resolve the complaint informally, the complainant should write a complaint letter to the Headteacher/Manager (or a complaint form can be provided). Written complaints (inc. those made by e-mail) will be investigated by the Headteacher/Manager and a member of the Management Committee.

Complainants will be notified in writing of the outcome of any investigation.

Second Stage

If at the conclusion of this process parents remain dissatisfied with the response that they have received, they can appeal by writing a letter to the Management Committee. The original complaint along with the Ecole's response will be passed on to the Management Committee who will adjudicate the case.

The Management Committee will communicate a detailed written response including any actions to be taken, to both the Headteacher/Manager and the parents concerned, within 28 working days of the receipt of their complaint if it relates to the requirements and conditions of registration. A copy will be circulated to relevant members of staff if appropriate.

The response will include recommendations for dealing with the complaint and for any amendments to the Ecole's policies or procedures emerging from the investigation.

The Headteacher will fill in a complaint record form in the "Complaints Book". There are two complaint record forms according to the nature of the complaint (one for complaints relating to the requirements of registration and another form for any other type of complaint). There is also a sample form that can be given to parents to help them formulate a complaint in writing.

A written record of complaints and of their outcome will be kept for a minimum of three years. Records will be kept confidential and secure (but accessible to Ofsted).

If the Headteacher/Registered Person has good reason to believe that the situation has child protection implications, they should ensure that procedures set out in the Safeguarding Children policy are followed. If any party involved in the complaint has good reason to believe that a criminal offence has been committed then they will contact the police.

Parents can submit a complaint to Ofsted about registered childcare provision (The National Business Unit, Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD. Tel: 0300 123 1231). Ofsted will investigate any complaint related to the requirements and conditions of registration.