

# Greenwich House Independent School

## Complaints Procedure for Parents

Should you feel unhappy about anything involving the care or education of your child at Greenwich House School, please do not contact individual members of staff but go directly to the Head Teacher or her designated representative who will be more than pleased to listen, investigate and settle the matter amicably and promptly.

In any event, you will have the opportunity of :

- a private interview with the Head Teacher within the day
- a follow up session the following day
- subsequent interviews until the matter is solved to your satisfaction.

You will also receive a written statement of the outcomes and how matters will be conducted in the future.

Please also remember that we have an out of hours telephone (01507 609252) which is there to use at any time if you prefer to talk when our school session times are over.

Should you wish to put your concerns in writing including in cases when you feel any issues you have raised has not been addressed, the address to use is as follows:-

The Head Teacher  
Mrs J. M. Brindle  
Greenwich House Independent School,  
106, High Holme Road,  
Louth,  
Lincolnshire,  
LN11 0HE

Telephone - 01507 609252

On receipt of a **written complaint**, the parent/carer will be invited to discuss the grievance with the Head Teacher of Greenwich House within two days.

- If the issue still remains unresolved, a hearing will be arranged before a panel made up of a minimum of three people all of whom are not directly involved in matters detailed in the complaint.
- One member of this panel will be independent of the management and running of the setting.
- The parents will be invited to attend and if they wish, can be accompanied.
- This process will take place within a time frame of 10 days of receipt of the letter of complaint.
- The complainant, Proprietor/ Head teacher and if relevant, the person to whom the complaint refers will receive a copy of the findings and recommendations of this panel.
- At this stage, all matters concerning this procedure will remain strictly confidential.
- It is our intention to resolve such matters within 28 days of the receipt of the written complaint.

Written records will be kept of all written complaints indicating whether they were resolved at the preliminary stage or proceeded to a panel hearing and any action taken by the school as a result of the complaints (regardless of whether they are upheld)

If after following the above procedure you still feel dissatisfied, parents of children in the School can complete and submit the form available on the following internet link with a view to their complaint being investigated:-

<https://www.gov.uk/complain-about-school/private-schools> (the link provided for the Creche and Kindergarten departments can also be used).

Having completed the complaints procedure, if parents with children in our Creche and Kindergarten departments are still not satisfied they should complete and submit the form available on the following link:-

<https://contact.ofsted.gov.uk/online-complaints>

or telephone 0300 123 4666

N.B

Correspondence, statements and records relating to individual complaints are to be kept confidential except where the Secretary of State or a body conducting an inspection under section 109 of the Education and Skills Act 2008 requests access to them.

Legal proceedings or advice from our legal representatives may alter this timetable and procedure but every effort will be made to adhere to it. Should the Head Teacher be advised by her legal advisors and/or if other legal and professional duties require it, other agencies may be called to assist the investigations eg. if criminal activity or serious misconduct is alleged or a safeguarding issue is involved.

Both the complainant and the member of staff will be informed if this is deemed necessary unless the nature of a safeguarding matter negates this - Greenwich House's Child Protection Policy and Procedure for School, Kindergarten and Crèche will be followed.

The School Disciplinary procedures will apply.

\*see Staff Disciplinary Procedure Document.

Policy signed on behalf of the setting by:

..... Head Teacher

Date : reviewed September 2015

reviewed August 2017

reviewed August 2018

reviewed September 2020