

NORFOLK HOUSE SCHOOL HOLIDAY CLUB COMPLAINTS POLICY

Introduction

Norfolk House School Holiday Club prides itself on the quality of the activities provided for the children. However, if parents have a complaint they can expect the Club to follow this procedure. The policy aims to set out the procedure for parents to follow in a clear fashion. It applies to all parents of children in the Holiday Club, including the Early Years Foundation Stage.

A complaint is classed as any matter about which a parent of a child is unhappy and seeks action by the Club.

A copy of this policy is made available to parents in the Holiday Club section of the school's website and upon request.

A Stage 1 – Informal Resolution

1. It is hoped that most concerns will be resolved quickly and informally.
2. If parents have a complaint or concern they should normally contact the Manager of the Holiday Club. In many cases the matter will be resolved at this point to the parents' satisfaction.
3. Concerns made directly to the Headmistress will usually be referred to the Manager of the Holiday Club.
4. The Manager of the Holiday Club will make a written record of all concerns and the date on which they were received. Should the matter not be resolved within 5 working days or in the event the Manager and the parent fail to reach a satisfactory resolution then parents will be advised to proceed to Stage 2.

B Stage 2 – Formal Resolution of a Complaint

5. If the concern cannot be resolved on an informal basis then the parents should put their complaint or concern in writing to the Headmistress at which point the Club shall treat it as a complaint. The Headmistress will decide, after consideration, the appropriate course of action to take. In most cases the Headmistress will speak with the parents concerned within 5 working days of receiving the complaint, to discuss the matter. If possible, a resolution will be reached at this stage. It may be necessary for the Headmistress to carry out further investigations.
6. The Headmistress will keep written records of all meetings and interviews held in relation to the complaint. The Headmistress will use all reasonable endeavours to conclude her investigations within 10 working days of receiving the complaint and will

communicate her decision to the complainant in writing within 5 working days thereafter.

7. If parents are still not satisfied with the decision they should proceed to stage 3.

C Stage 3 – Holding of a Panel Hearing

8. If the complaint is still unresolved, the parents should notify the Headmistress that they wish their complaint to be considered at a panel hearing. In the absence of exceptional circumstances, the hearing will take place within 10 working days following the receipt of the parents' notification. It will be held on a day which allows for a parent (or parents) to attend and be accompanied if they wish.
9. The panel will be appointed by the Board of Directors and will consist of at least three people who are not directly involved in the matters detailed by the complaint. One panel member must be independent of the management and running of the Club. A copy of all panel findings and recommendations will be provided to the complainant and, where relevant, the person complained about, and will be available for inspection on the school premises by the Board of Directors and the Headmistress.
10. In the absence of exceptional circumstances, the panel hearing will respond to the complaint in writing within 5 working days of the panel hearing.

D All Complaints

10. All written complaints which fall under the formal part of the procedure will be logged and a note will be made of whether they are then resolved following a formal procedure or proceed to a panel hearing as well as recording the action taken by the Club as a result of these complaints (regardless of whether they are upheld)
11. Correspondence, statements and records relating to individual complaints will be kept confidential except where the Secretary of State or a body conducting an inspection under section 108 or 109 of the 2008 Act requests access to them in accordance with paragraph 428 of the Education (Independent Schools Standards) Regulations 2017. The Club will supply ISI and/or Ofsted with a written record of complaints and their outcomes on request.
12. ISI may be contacted via www.isi.net or on telephone number: 020 7600 0100. Its address is:
ISI
Ground Floor,
Cap House
9-12 Long Lane
London
EX1A 9HA
13. The complaints procedure does not cover exclusions.

E Early Years Foundation Stage (EYFS)

14. Written complaints about the fulfilment of the EYFS requirements will be investigated and the complainant notified of the outcome of the investigation within 28 days. The record of complaints will be made available to Ofsted and ISI on request.
15. Parents who have a complaint in respect of the EYFS provision at the Holiday Club may contact the Independent School's Inspectorate (ISI) as above or Ofsted in addition to following the Holiday Club procedure in the following ways.
16. By letter: Piccadilly Gate Store Street Manchester M1 2WD
17. By email: enquiries@ofsted.gov.uk
18. By telephone: 0300 123 1231
19. A record of any complaint in respect of the EYFS will be kept for at least three years.

Signed.....
(Mrs S. Palmer, Headmistress)

Signed.....
(Mr J Challinor, Chair of Directors)

Dated.....

Policy dated 19.2.19; to be reviewed 19.2.20