



HEATH HOUSE PREPARATORY SCHOOL

Complaints Procedure

This policy applies to all parents of children at Heath House, including those within our EYFS.

This complaints procedure is available on the school website in the policy documents section and is also sent to every pupil's parent in their information pack.

If parents want to raise a concern or make a complaint, we aim to deal with the concern or complaint immediately within a day of it being made. The following points outline the complaints procedure:

1. Any complaint made, can be considered initially on an informal basis, whereby parents can speak to the Head Teacher (Mrs Sophia Laslett) immediately about their concerns, in person or over the phone on: 020 8297 1900, or write a note in the journal. At Stage 1, we aim to resolve the complaint within one or two working days.
2. If the complaint cannot be resolved informally and parents are not satisfied with the Head Teacher's response to the informal complaint, a formal complaint may be made in writing to the address below using the Complaint Escalation Form which is available on request from the School Office. The resolution timescale is 10 working days.

Mrs Sophia Laslett, Head Teacher,
Heath House Preparatory School,
Wemyss Road,
Blackheath,
London SE3 0TG

3. In the event that parents are not satisfied with the written response to their complaint, which would be made within 10 working days, a provision will be made to convene a hearing before a panel appointed by the proprietor of the school within 5 working days. The panel will consist of three people who have not been directly involved with the complaint. There will also be one person on the panel who is independent of the management and running of the school. This is Mr Alastair Jones, a former Heath House parent with excellent knowledge of Heath House.

4. Parents may attend the hearing and if they so wish, can be accompanied by one or more people, for example a relative or friend.

5. The panel will make findings and recommendations. A copy of those findings and recommendations is provided to the complainant and, where relevant the person complained about, and kept securely on the premises for inspection by the proprietor and head. The decision of the panel is final and will be forwarded in writing within 2 working days of the decision.

6. In the event of a complaint made against the Head Teacher, the complaint should be made to a teacher informally under stage 1. If the matter is not resolved under stage 1 a written complaint under stage 2 may be made to Mr Richard Laslett, Deputy Head Teacher. He will then discuss the matter with the parents involved. If still unresolved it will be taken to stage 3 whereby an independent panel of three people will be convened. The judgement made by the panel will be final and the matter closed.

7. A written record of all complaints including actions taken to be kept whether or not they are resolved following a formal procedure or proceed to a panel hearing. The written record must show action taken by the school as a result of these complaints (regardless of whether they are upheld)

8. Correspondence, statements and records relating to individual complaints are kept confidential except where the Secretary of State or a body conducting an inspection under section 108 or 109 of the 2008 Act requires access to them.

9. Written complaints about the fulfillment of the EYFS requirements must be investigated and the complainant notified of the outcome of the investigation within 28 days.

10. Parents may also contact the Independent Schools Inspectorate (ISI):

ISI,
CAP House,
9-12 Long Lane,
London
EC1A 9HA

0207 6000 100

Email: concerns@isi.net or info@isi.net

Or for EYFS may contact Ofsted:

OFSTED
Piccadilly Gate
Store Street
Manchester
M1 2WD

0300 123 1231

ISI and Ofsted would normally expect that the school had been contacted first.

No formal complaints have been made to date.

Internal use only

Last reviewed	12 October 2023
Date for review	12 October 2024