



# Milverton House School and Nursery

## Milverton House School Complaints Policy

### Introduction

Milverton House School operates an 'open door' complaints policy in that parents can see a member of staff on request prior to or following the start of the school day. If the member of staff is unavailable an appointment can be made at a mutually convenient time via the school office. This is in addition to Parents' Evening in the Autumn and Summer terms.

The aim of Milverton House is that any causes of concern, however small, can be dealt with promptly and to everyone's satisfaction without the need for meetings of a more formal nature.

Parents are continually reminded of this system on Newsletters and general correspondence.

Milverton House School has an established parental complaints procedure detailed as follows:

#### Complaint against member of staff or school

- Parent should arrange an appointment with the relevant member of staff or member of staff of their choice on an informal basis using methods detailed in introduction
- Formal complaint should be made in writing by parents if not satisfied with the response to their informal complaint
- If parents are not satisfied with the response to their written complaint a formal meeting will take place before a panel appointed by the Headteacher or another member of the Management Team and a staff member who has not been directly involved in the matters detailed in the complaint. Parents should attend the formal meeting and, if they wish, be accompanied by a person of their choice. The aim of such a meeting is to make findings and mutually agreeable recommendations. A written copy of findings and recommendations should be given to all parties concerned
- Follow up meetings will be arranged with relevant parties as considered necessary

The school will keep confidential records of all formal complaints, panel hearings and outcomes.

Ofsted is not responsible for individual complaints about the day-to-day running of a school. However in the breakdown of communications where the parent is unable to resolve a specific issue relating to the educational setting they will have the right to follow a complaints procedure set out by DFES and Ofsted.

The chain of complaint is:

- 1) Headteacher or other member of Senior Management Team
- 2) Advisory body or Proprietor
- 3) Local education authority
- 4) Department for Education and Skills. Guidance on school issues can be obtained from DFES public enquiries (0870 000 2288). Complaints have to be made in writing ([Complaints.peu@dfes.gsi.gov.uk](mailto:Complaints.peu@dfes.gsi.gov.uk)).

As a parent of a child at school, you will be informed when a school is about to be inspected. The inspection team cannot investigate or comment on individual complaints, but will look for examples of the school's compliance with its own policies.

Parents reserve the right to refer to Ofsted any serious and unresolved complaints. To Contact Ofsted the parents should call 08456 404040 and quote the school name and setting to lodge a complaint.

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Mrs S Masters  
Head Teacher*