

## **Complaints Policy and Procedure**

This policy is implemented throughout the school and nursery (EYFS), is agreed and monitored by the Senior Management Team and is reviewed regularly to ensure we meet our overall aims and comply with regulations. It is made available to parents/guardians via the school website and by paper copy on request and is promoted and implemented throughout the company.

It is our policy to welcome discussion on any aspect of the service we offer and it is our firm belief that good customer relationships depend on honest and direct communication between all parties. We believe it to be nts are brought to our attention. We ensure that complaints are dealt with quickly, fully and fairly and within clearly defined time limits. The raising of concerns and complaints is viewed very positively by all staff at Ashbridge as a means of improving our service. This policy may be used by anyone who has a complaint about any aspect of the school or our nurseries. Primarily, this means our customers; the parents/guardians of pupils, and this is reflected in the terminology used throughout this policy.

A staged approach is in place and each of the stages will usually occur in order. There will usually be no return to previous stages.

**Stage 1 - Informal Stage** - /guardian has a complaint the matter may at first be discussed with the relevant member of our team. This may be the class teacher, child's key person, Room Leader or member of the Nursery Management Team who will endeavour to resolve the situation to their satisfaction within two working days.

**Stage 2 – Formal Stage** - If a parent/guardian is not satisfied at this stage, the matter will be referred to a member of the Senior Management Team; the Headteacher, Director of Quality, Director of Operations, Director of Quality of Care, Communication and Compliance Officer or Nursery Manager as appropriate, who will do everything possible to bring the situation to a swift and satisfactory conclusion. At this stage, the complaint becomes formal and must be put in writing. Acknowledgment of a written complaint will be provided to parents/guardians in writing within 1 working day and investigated within five working days.

**Stage 3 – Panel Hearing** - Following this, if either party remain dissatisfied, the complaint will be referred to the Directors of the school and nursery. The complainant must submit a written request to Mr and Mrs Carr who will acknowledge receipt within five working days. The complaint will then be heard by a panel appointed by the Directors within fifteen working days.

The panel is made up of 3 people who are not directly involved in matters detailed in the complaint, normally the Director, an additional member of the Senior Management Team and another person who is independent to the management and running of the school and nurseries. The complainant will be invited to attend a panel hearing of the complaint and is welcome to bring someone to accompany them. Following this, the complainant will be notified of the outcome and any written findings or recommendations will be issued to all involved within 28 working days. Where relevant, the person complained about will also be informed. The decision of the panel is final and if, after a 'period of consideration' by all parties an issue remains unresolved, the company in line with enrolment regulations, reserve the right to give notice, withdraw the place and terminate the contract.

In the case of a complaint relating to the fulfilment of the EYFS requirements the complaint will be investigated and complainants will be notified of the outcome of the investigation within 28 days of having received the complaint.

Written records are kept of all complaints reaching Stage 2 in the process and kept in line with our Privacy Notice and Retention of Records policy. These records will detail the stage at which the complaint was resolved and any action taken by the company as a result of these complaints, regardless of whether they were upheld or not. All correspondence, statements and records relating to individual complaints are logged and kept confidentially in line with GDPR, 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. All records of complaints and the findings and recommendations are available on the premises at all times for inspection by the proprietor and the Headteacher.

Ashbridge School & Nursery is registered with the Department for Education [www.education.gov.uk](http://www.education.gov.uk) - Registration Number 888/6027 and, as part of an Independent School Association (IAPS), is inspected by ISI, the Independent Schools Inspectorate. [www.isi.net](http://www.isi.net). In addition, in line with current regulations, we are also registered on the OFSTED Early Years Register as we provide care for children under 2 and our Registration number is EY286886 at Lindle Lane and EY478907 at Ashbridge on Ribble.

Ashbridge Nursery at Maxy Farm is registered with OFSTED with the registration number EY550926 and The Fledglings is also registered with OFSTED with the registration number is EY275113.

A complainant may contact either of our inspection bodies for any reason relating to complaints, including if they feel we are not meeting the EYFS requirements.

Independent Schools Inspectorate  
Cap House  
9-12 Long Lane  
London  
EC1A 9HA  
info@isi.net

OFSTED  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD  
enquiries@ofsted.gov.uk

In accordance with paragraph 32(1)(b) of Schedule 1 to the Education (Independent School Standards) Regulations 2015, Ashbridge Independent School will make available to parents of pupils and of prospective pupils and provide, on request, to the Chief Inspector, the Secretary of State or an independent inspectorate, details of the number of complaints registered under the formal procedure during the preceding school year.