



## Complaints Policy

Last Reviewed: July 2024

Next Review Date: July 2025

**1. Introduction** Daffodil Preparatory School is committed to providing high-quality education and fostering a positive relationship between staff, parents, students, and the wider school community. We recognise that from time to time, concerns or complaints may arise, and we are dedicated to handling them in a professional, fair, and transparent manner. This policy outlines our structured approach to managing complaints, ensuring they are resolved efficiently and effectively.

## **2. Aims and Objectives**

- To provide a clear and structured process for managing complaints fairly and consistently.
- To seek early resolution of complaints whenever possible through informal discussions.
- To ensure all complaints are handled impartially, with due regard for confidentiality and sensitivity.
- To maintain accurate records of complaints and the outcomes to improve school policies and practices.
- To ensure complaints are dealt with in a timely manner at each stage.
- To uphold the rights of all involved while ensuring fairness and equity in resolving disputes.

**3. Scope of the Policy** This policy applies to complaints raised by parents, carers, staff, and external stakeholders regarding the school's provision of education, administration, conduct of staff, safeguarding, and general school operations.

This policy does **not** apply to:

- Complaints about staff grievances (handled under the school's staff grievance procedure).
- Complaints about admissions or exclusions (managed under separate policies).
- Allegations relating to child protection concerns, which will be handled under the school's safeguarding procedures.

## **4. Complaints Procedure**

### **Stage 1: Informal Resolution**

- In the first instance, complaints should be raised informally with the relevant staff member (e.g., class teacher, administrator, or department head).
- The staff member will listen to the concern, seek clarification if necessary, and attempt to resolve the matter swiftly.
- If the matter is not resolved satisfactorily, a meeting may be arranged with the appropriate staff member or a senior leader to discuss the complaint further.
- If a resolution is not achieved at this stage, the complainant has the option to escalate the matter to Stage 2.

### **Stage 2: Formal Complaint to the Headteacher**

- If the issue remains unresolved, the complainant should submit a written complaint to the Headteacher at **headteacher@daffodilprepschool.org.uk**.
- The written complaint should include details of the issue, previous attempts to resolve it, and the desired resolution.
- The Headteacher will acknowledge receipt of the complaint within **five school days**.
- An investigation will be carried out, which may involve discussions with relevant staff, students, or witnesses.
- The complainant may be invited to a formal meeting to discuss their concerns further.
- A written response will be provided within **ten school days** of acknowledging the complaint, detailing the findings and any actions taken.
- If the complainant remains dissatisfied with the response, they may proceed to Stage 3.

### **Stage 3: Independent Review**

- If the complainant remains dissatisfied after the Headteacher's response, they may request an independent review.
- The school will appoint an external independent professional to review the complaint.
- The reviewer will investigate the matter impartially and provide a written outcome within **15 school days**.
- The decision at this stage will be considered final within the school's internal complaints process.

**5. Further Escalation** If the complainant remains dissatisfied after exhausting the school's complaints procedure, they may refer the matter to external agencies:

- **Independent Schools Inspectorate (ISI):** [www.isi.net](http://www.isi.net)
- **Department for Education (DfE):** [www.gov.uk/contact-dfe](http://www.gov.uk/contact-dfe)

### **6. Safeguarding and Confidentiality**

- If a complaint raises safeguarding concerns, it will be referred immediately to the **Designated Safeguarding Lead (DSL), Sumayyah Ali**, who will follow safeguarding procedures in line with statutory guidance.
- All complaints will be handled with strict confidentiality, and details will only be shared on a need-to-know basis.
- The school will comply with data protection regulations when handling complaint records.

### **7. Monitoring and Review**

- The school will maintain a record of all complaints, outcomes, and any lessons learned to improve school operations.
- This policy will be reviewed annually by the Headteacher to ensure compliance with best practices and regulatory requirements.
- Data on complaints (excluding personal information) may be used to inform school development planning.

### **8. Contact Information**

- **Headteacher:** Sumayyah Ali (Email: [headteacher@daffodilprepschool.org.uk](mailto:headteacher@daffodilprepschool.org.uk))
- **Designated Safeguarding Lead:** Sumayyah Ali
- **Independent Schools Inspectorate (ISI):** [www.isi.net](http://www.isi.net)
- **Department for Education (DfE):** [www.gov.uk/contact-dfe](http://www.gov.uk/contact-dfe)