



Parent Complaints Policy

Last Reviewed: May 2025

Next Review Date: July 2026

1. Introduction

At Daffodil Preparatory School, we are committed to maintaining strong relationships with parents and carers and providing the highest standard of education and care. From time to time, concerns or complaints may arise. This policy outlines how such complaints are managed professionally, fairly, and in line with the **Independent School Standards Regulations (ISSRs)**.

2. Availability of the Policy (Reg 33(b))

This policy is available to all parents and carers:

- On the school website: www.daffodilprepschool.org.uk
- In printed form upon request from the school office.

3. Aims of This Policy

This policy is designed to:

- Provide a transparent, fair, and consistent framework for addressing parental complaints.
- Seek early and informal resolution where possible.
- Clarify the timeframes and steps for handling complaints.

4. Scope of This Policy

This policy applies to complaints made by parents and carers relating to:

- The education or care provided to their child.
- Conduct or decisions made by school staff.
- School policies or administrative actions.

This policy does **not** cover:

- Staff grievances or disciplinary issues.
- Admissions or exclusions (refer to separate policies).
- Child protection concerns, which are dealt with under the school's safeguarding procedures.

5. Complaints Procedure

Stage 1: Informal Resolution

- Parents should raise concerns directly with the relevant member of staff (e.g., class teacher or admin staff in the front office or via email admin@daffodilprepschool.org.uk).
- Staff will aim to resolve the issue within **5 school days**.
- If unresolved, the concern may be escalated to a senior staff member or the Headteacher.

Stage 2: Formal Complaint to the Headteacher

If informal resolution is unsuccessful:

- A formal written complaint should be emailed to the Headteacher at [**headteacher@daffodilprepschool.org.uk**](mailto:headteacher@daffodilprepschool.org.uk).
- The complaint should detail the issue, steps already taken, and the resolution sought.
- The Headteacher will acknowledge the complaint within **5 school days**.
- A thorough investigation will be conducted.
- A written response will be provided within **10 school days** of acknowledgment.
- If the complainant remains dissatisfied, the matter may proceed to Stage 3.

Stage 3: Complaint Panel Hearing

If the matter remains unresolved after Stage 2:

- Parents may request a **panel hearing**.

- A panel of **at least three people** not directly involved in the complaint will be convened.
- **One panel member will be independent of the school.**
- Parents may attend the hearing and bring a supporter if they wish.
- The panel will consider all relevant information and may seek further clarification if needed.
- A written outcome will be sent to the complainant within **15 school days** of the hearing.
- The panel's decision is final and concludes the school's internal process.

6. Safeguarding and Confidentiality

- Any complaint raising safeguarding concerns will be referred immediately to the Designated Safeguarding Lead, **Sumayyah Ali**, and handled under child protection procedures.
- All complaints are handled confidentially and sensitively, in line with data protection laws.
- Information will only be shared on a need-to-know basis.

7. Records, Monitoring, and Retention

- A written record will be kept of all formal complaints and the outcomes.
- Records will indicate whether complaints were resolved at Stage 2 or proceeded to a panel hearing.
- Complaint records will be retained for a minimum of **7 years** after resolution.
- The number of formal complaints received in the previous academic year will be reported annually in this policy.

8. Further Escalation

If you are not satisfied with the outcome after all three stages, you may contact external bodies:

- **Independent Schools Inspectorate (ISI)**
Email: **concerns@isi.net**

Website: www.isi.net

- **Department for Education (DfE)**

Website: www.gov.uk/contact-dfe

9. Contact Information

- **Headteacher and Designated Safeguarding Lead:** Sumayyah Ali
Email: headteacher@daffodilprepschool.org.uk
 - **School Website:** www.daffodilprepschool.org.uk
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10. Complaints Data

During the academic year 2023–2024:

- Number of formal complaints received at Stage 2: **0**
- Number of complaints that proceeded to a panel hearing at Stage 3: **0**