



Parents Complaints Policy

Last reviewed: August 2025

Date of Next Review: August 2026

Reviewed by: Governing Body

Version 1.2

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At Daffodil Preparatory School, we believe that every child should be given the opportunity to develop to the highest standard academically, with good morals, social skills and cultural awareness to become a well-rounded individual. Through our Vision, Ethos and Aims, at Daffodil Preparatory School we provide this opportunity for our children and are pleased to do so within our school environment.

We anticipate all applicants to give their commitment, respect and wholehearted support to uphold and maintain our school ethos and values. In line with our values, we do not tolerate extreme religious or political views in any capacity. This includes any views which are prohibited under the law as well as those views that contravene our ethos and stance on equality, tolerance and respect for all, regardless of race, gender, faith (or none) or sexual orientation or gender preference.

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 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)**.

Our approach is also aligned with the expectations of **Ofsted**, ensuring that complaints are handled transparently and effectively, and that parents have confidence in the process. In doing so, we uphold the principles of fairness, respect, and accountability, which form part of the school's wider commitment to safeguarding, equality, and the promotion of **British Values**.

4 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.

5 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.

6 COMPLAINTS PROCEDURE

6.1 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.

6.2 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.
- 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.

6.3 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.

7 SAFEGUARDING AND CONFIDENTIALITY

- Any complaint raising safeguarding concerns will be referred immediately to the Designated Safeguarding Lead, Stephen Montford, 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.

8 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.

9 FURTHER ESCALATION

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

- OFSTED
Email: enquiries@ofsted.gov.uk
Website: <https://www.gov.uk/government/organisations/ofsted/about/complaints-procedure>
- Department for Education (DfE)
- Website: www.gov.uk/contact-dfe

10 CONTACT INFORMATION

- Headteacher and Designated Safeguarding Lead: Stephen Montford
Email: headteacher@daffodilprepschool.org.uk
- School Website: www.daffodilprepschool.org.uk

11 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