



LLOYD WILLIAMSON
FOUNDATION

The

**Lloyd Williamson
Schools Foundation**

Complaints Policy

We encourage parents and carers to tell us how we are doing! By listening, we are able to evaluate and improve the quality of service we offer. In the event of any parent/carer being unhappy about the care their child/children is receiving or if there is any other reason for concern, parents/carers should, in the first instance, raise the matter with the child's class teacher/key-worker. They will be happy to discuss matters with you and address them where possible. If you are still not satisfied and feel your concerns are not being addressed, please speak with the Co-Principals/Nursery Manager. An appointment can be made by contacting the School Office. We aim to talk to or meet with parents within 48 hours for a meeting and within 12 hours for a phone discussion/email.

Who can make a complaint?

Anyone who uses the services - this usually means parents and carers whose children are currently on roll.

What might you complain about?

- Dissatisfaction with our services
- Concerns about the conduct of a member of staff
- If you see or hear something that worries you

What is not covered by the complaints procedure

It is **not** intended to cover those matters for which there is a specific statutory process to object, complain or appeal, for example child abuse, staff discipline, special needs assessments, school admissions or exclusions. Where your complaint is relating to your child's attendance within school or a request for a leave of absence from the school, the school will decide whether this matter is investigated through the complaints procedure.

If your complaint is relating to a specific statutory process it may not be appropriate for this matter to be investigated in line with this policy. If this is the case on receipt and review of your letter, the school will write to you to advise you this.

The following list details specific topics of complaints, and the correct policy to refer to. You can access these policies on the school website or ask for a copy from school.

- Pupil admissions: please see the School's Admissions policy.
- Pupil exclusions: please see the School's Behaviour policy.
- Staff grievance, capability or disciplinary: these are covered by the School's Grievance/Disciplinary/Capability Procedures.
- Anonymous complaints: please refer to the Whistleblowing Policy.
- Subject Access Requests and Freedom of Information Requests: please see the School's Data Protection Policy.

If other bodies are investigating aspects of the complaint, for example the police, local authority (LA) safeguarding teams or tribunals, this may impact on our ability to adhere to the timescales within this procedure or result in the procedure being suspended until those public bodies have completed their investigations.

Confidentiality

In order for complaints to be resolved as quickly and fairly as possible, the school requests the complainants do not discuss complaints publicly via social media such as Facebook and Twitter. Complaints will be dealt with confidentially for those involved, and we expect complainants to observe confidentiality also.

How can you voice your concerns?

Talk to the member of staff involved. Sometimes a misunderstanding can be sorted out quickly. Talk to the Nursery Manager and/or Co-Principals. Should you feel that your complaints have not been dealt with you may follow the procedure below to make a formal complaint. To make a formal complaint please write down your concerns on the form enclosed below and state that you wish to make a formal complaint. If you prefer, not to make the complaint formal, you may also request an informal meeting to discuss your concern. All written formal complaints will be recorded in a complaints log with details of the outcomes.

Once we receive a complaint:

1. In the event that a concern cannot be solved at the first meeting we will investigate the matter – this usually will include speaking to any member of staff concerned and any witnesses. The investigation will be conducted by a senior member of staff not involved in the complaint. Once we have investigated as fully as possible we will report back to the parents with suggestions for resolution/policy changes etc. Feedback to the parents will be made within 7-10 working days.
2. Should the response of the Co-Principals/Nursery manager not suffice, parents may request that their complaint be reviewed by a panel comprising of the Schools' Trustees and senior management of the school. The panel may choose to hold a meeting which will take place within 20 school days of the request. Parents may attend this meeting and be accompanied by a representative of their choice. The meeting is likely to be held via Zoom or similar platform.
3. Any recommendations made by the panel of trustees will be passed to attendees of the meeting and to those directly involved in the complaint. If appropriate, the school will acknowledge that the complaint is upheld in whole or in part. In addition, we may offer one or more of the following: an explanation; an admission that the situation could have been handled differently or better; an assurance that we will try to ensure the event complained of will not recur; an explanation of the steps that have been or will be taken to help ensure that it will not happen again and an indication of the timescales within which any changes will be made; an undertaking to review school policies in light of the complaint; an apology.
4. Records of formal complaints and how they were resolved will be kept at the school.
5. Should parents feel that the response of the school has not been adequate, they may contact OFSTED. There is a detailed complaints procedure published on their website and they can be contacted on: 0845 601 4772.

Updated January 2024

Lucy Meyer
Co-Principal

Aaron Williams
Co-Principal

Appendix:

Complaints Form:



Complaints Recording Form

Personal Details

Name

Address
.....

Postcode

Telephone number

Name of child(ren)

Your relationship to the school, e.g. parent, carer, student:
.....

Please give details of your complaint: Please be specific

What action, if any, have you already taken to try and resolve your complaint? Who did you speak to, when and what was the response?

What actions do you feel might resolve the problem at this stage?

Signature

Date

Official Use:

Date of acknowledgment

By whom

Complaint referred to

Date