



Complaints Procedure for Parents

Raising your grievance:

School problems should be resolved fairly, promptly and as near as possible to the point of origin. In the first instance, parents should use the green contact form, following the guidance given in the accompanying leaflet “Contact Chart for Parents”.

If the matter has not been resolved to the satisfaction of the parent, or falls into the category of an emergency necessitating the Headmistress’s immediate intervention, the parent should make an appointment with the Head’s PA, Miss Kate Spence.

If the grievance cannot be resolved informally and, after appropriate subsequent meetings and investigations with other relevant parties, there is still no satisfaction, the grievance may be put in writing, either by letter or email to the Headmistress. In this instance, the Headmistress will forward a copy to the Chairman of the Governors. (If the grievance is against the Headmistress, a letter of the Chairman of Governors may be sent to the School for forwarding.

- The Chairman of Governors and the Headmistress usually meet to discuss a response (written or oral) which the Headmistress will convey back to the parent within two weeks of receipt of the written complaint.
- In the event of continuing dissatisfaction, the Chairman of the Governors and one other Governor will meet with the parent to try to resolve the issue. A third member of the hearing should have no connection with the management and running of the school.
This meeting may take place in School or off site. Parents may be accompanied to the hearing if they wish. The meeting should take place within two weeks of the previous meeting.
- Minutes of the meeting should be taken and a copy of the findings and recommendations should be sent by email or given to the complainant and, where relevant, the person complained about. A further copy will be kept by the Headmistress.
- A written record of complaints will be kept and of whether they are resolved at the initial stages or proceed to a panel hearing.
- All correspondence, statements and records relating to individual complaints are kept either in the pupil’s confidential file in the Headmistress’s PA’s Office or in the Governors’ Minutes file.
- For EYFS, the complaints record will be kept for at least three years; (for others, for the duration of the pupil’s duration at Cranford House).
- Parents also have the right to contact Ofsted and the ISI in the event of a complaint about the School.
- (If the provision is registered) complaints must be notified of the outcome of an investigation within twenty-eight days of having received the complaint.
- (If the provision is registered) Cranford House will provide Ofsted and ISI, on request, with a written record of all complaints made during any specified period and the action which was taken as a result of each complaint.

C Hamilton
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