Policy: Complaints Policy

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Mission Statement

At Abbey School our aim is to teach to inspire, motivate and nurture the next generation of creative and critical thinkers. We work in partnership with parents and the community to achieve the highest standards. Our main goal is to encourage our children to be resilient, respectful, responsible independent learners, equipped for lifelong learning. Through stimulating, safe learning environments and excellent opportunities to succeed in and out of the classroom, we encourage children's progress and achievements.

Our Core Values

RESPECT, RESPONSIBILITY, RESILIENCE

These 3 core values underpin the ethos of Abbey School. Our young pupils are encouraged to understand these values and how they develop, initially, at the micro level around themselves, their friendships, their families and our school. Later, our older pupils begin to understand how these self-same values affect our lives on the macro level, with all this means for their lives as they grow into adults and their environment of Devon, the United Kingdom, and also the planet in which we live.

Complaints Statement

We encourage parents to build strong relationships with staff to remove barriers to communication. We understand your child is precious, and we are privileged to be part of their growth and education.

While issues may occasionally arise, we have a clear system for addressing concerns. Most problems can be resolved quickly with a quiet word with the teacher. Further guidance is outlined below.

Complaints Policy

Abbey School and Nursery strives for continual improvement in educational provision. Feedback, whether positive or negative, is valued.

The total number of complaints received in 2023 to 2024 was: 1

A complaint is defined as an expression of dissatisfaction with the school's education provision, which may be expressed in person, by phone, or in writing.

Initial complaints should be addressed to the child's teacher or carer. The School Administrator may be contacted first and will refer issues beyond her remit to the relevant staff member.

Unresolved matters will be escalated to the Senior Leadership Team (SLT). Complaints will be investigated individually, and all records will be kept confidential. Patterns of complaints will be analyzed to improve standards.

All complaints will include the action taken by the school as a result of these complaints (regardless of whether they are upheld).

Complaints Procedure

Step 1:
Raise the concern directly with the teacher, carer, or class teacher. We aim to resolve concerns informally within two working days.

- Written records will be kept and will state whether they were resolved following a formal procedure or proceeded to a panel hearing.
- Records will note how and when a complaint is resolved.
- All documentation will remain confidential, inclusive of correspondence, statements and records relating to complaints except where the Secretary of State or a body conducting an inspection under section 108 or 109 of the 2008 Act requests access to them.

Step 2:
If unresolved, contact a member of the SLT (Designated Safeguarding Lead or Headteacher). Your concern will be documented, investigated, and a response provided within one school week. You may submit your complaint in writing and will receive a written reply within the same timeframe.

The Principal will not intervene at this stage.

Step 3:
If still unresolved, escalate to Mrs Greinig. Her contact details are available via the School Administrator.

Step 4:
If unresolved after Step 3, proceed to the Unresolved Complaints Procedure.

Unresolved Complaints Procedure

Where a complaint remains unresolved after Step 3, a formal panel will be arranged.

Step 1:
Request a panel hearing through Mrs Greinig. A panel will be appointed within 28 days and consist of:

- The Proprietor or representative
- A staff member from Abbey School
- An independent third party with no management involvement in the school

The panel will be given full documentation of the complaint and previous attempts at resolution.

Step 2:
The complainant may attend the hearing and be accompanied if desired.

Step 3:
The panel will provide findings and recommendations. Copies will be given within 14 days to:

- The complainant
- The Proprietor
- The Headteacher
- (If applicable) the person complained about

Complaints to Ofsted and the Independent Schools Inspectorate

Parents of children in the School's Nursery or Early Years Foundation Stage have the right to contact Ofsted and / or ISI if they believe the School is not meeting the EYFS requirements.

Ofsted can be contacted on **0300 123 4666** or at **enquiries@ofsted.gov.uk**

ISI can be contacted at **concerns@isi.net** or on **020 7600 0100**.