



Complaints Policy – Maranatha Christian School

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Head Approved	Tom Price
Trustee Approved	Lara Morava

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V1.0	June 2016	June 2016	June 2016	Approved	June 2017
V2.0	June 2017	June 2017	June 2017	Approved	June 2018
V3.0	Sept 2018	Sept 2018	Sept 2018	Approved	Sept 2019
V4.0	Nov 2018	Nov 2018	Nov 2018	Approved	Nov 2019
V5.0	May 2019	May 2019	May 2019	Approved	May 2020
V6.0	May 2020	May 2020	May 2020	Approved	May 2021
V7.0	Aug 2020	Aug 2020	Aug 2020	Approved	Aug 2021
V8.0	Oct 21	Oct 21	October 2021	Approved	Oct 2022
V9.0	Sept 22	Sept 22	Sept 22	Approved	Sept 23
V10.0	Sept 23	Sept 23	Sept 23	Approved	Sept 24
V11.0	Oct 23	Oct 23	October 23	Approved	Oct 23

Aim

We aim to make our school a happy, safe and caring place, so that students can benefit from the best possible education. If you think we are not living up to your expectations of us we want to know about it so that we can have the opportunity to put things right. This procedure will let you know who to speak, or write to, and how your complaint will be handled. The school has a legal obligation to ensure that this procedure is available in written form and used in accordance with the law.

Complaints Specific to the EYFS

We will investigate written complaints relating to their fulfilment of our EYFS requirements and notify complainants of the outcome of the investigation within 28 days of having received the complaint. The record of complaints will be made available to Ofsted or the relevant childminder agency on request.

We will make available to parents and/or carers details about how to contact Ofsted, if we believe the provider is not meeting the EYFS requirements. If we become aware that we are to be inspected by Ofsted/ISI or have a quality assurance visit by the childminder agency, we will notify parents and/or carers. After an inspection by Ofsted/ISI we will supply a copy of the report to parents and/or carers of children attending on a regular basis.

If you would like to contact either ISI or Ofsted, their details are below:



Complaints to the Independent Schools Inspectorate

CAP House, 9-12 Long Lane, London, EC1A 9HA

Telephone 0207 600 0100 General enquiries e: info@isi.net

Concerns

Concerns about a school e: concerns@isi.net

Complaints

Complaints about ISI e: complaints@isi.net

Complaints to Ofsted

Ofsted's role is to make sure that the childcare provider is following all registration requirements and take action if necessary. To complain about a childcare provider, contact enquiries@ofsted.gov.uk or call 0300 123 4666.

General Complaints Process for the School

Informal contact – Stage 1

If you have a complaint, please speak first to your child's teacher. If you feel it appropriate, you may bypass the teacher, and contact the Headteacher directly. If your complaint is about the Headteacher, you should contact the Chair of Trustees.

Response

The member of staff who receives the complaint will either:

1. Discuss the complaint with you immediately, or
2. Make a firm arrangement to discuss the complaint with you within 5 school days, or
3. Refer the complaint to a member of staff who can deal with it and follow up to ensure that the referral has been successful within 5 school days.

Complaints will normally be resolved at this stage. If appropriate, a plan to fix the problem will be initiated, along with an agreed review date. At this time, you should check that your complaint has been fully addressed. You should also be informed about how to escalate your complaint if you find it necessary.

Written response – Stage 2

If you are not satisfied with the response to your complaint, you should put your complaint in writing to the Headteacher. Your written complaint should be acknowledged within 5 school days. This acknowledgement should include a target date for providing a response to the complaint. This should normally be no later than 14 school days after acknowledgement of the complaint. If the target date is impossible to meet, a letter should be sent explaining the reason for the delay, giving a revised target date. Written complaints should have a written response.



Your complaint will then be formally investigated. You may be called upon to provide more details of the circumstances of the complaint if this is necessary.

The written response you receive should include a full explanation of the decision and the reasons for it. Where appropriate, this should include any action the school will take to resolve the complaint.

Panel hearing – Stage 3

If, after having put your complaint to the Headteacher you are not satisfied, you may appeal. Your appeal should be in writing to the Chair of Trustees, also outlining why your complaint has not been resolved so far and your desired outcome. You should receive a written acknowledgement of your appeal within five school days.

An appeal panel of two or three Trustees and a person independent of the management and running of the school will be assembled to hear your complaint. The panel will be convened within 28 school days of your complaint to the Chair of Trustees. You may be accompanied if you wish. Panel members should have had no involvement with the complaint up to this stage. The aim of the appeal panel will be to achieve reconciliation between you and the school. They will review the complaint, if necessary, interview those involved, and endeavour to find a solution.

The panel's findings and recommendations will be documented, and a copy will be sent to you, the Headteacher and the Chair of Trustees, and the person about whom the complaint was made within 14 school days of the panel hearing.

Records

All details of written complaints that have been made should be recorded in the School Complaints Book. This should include meetings, letters and telephone conversations, together with resolutions, action plans and review dates as appropriate, and should indicate whether complaints were resolved at the preliminary stage or proceeded to a panel hearing. The records should detail action taken by the school as a result of these complaints (regardless of whether they are upheld).

All records relating to individual complaints will be kept confidential, except where the Secretary of State for Education or a body conducting a government approved school inspection may request access to them.

Policy Reviewed: June 2016

Formal complaints since last review: NONE

Review Date: June 2017

Formal complaints since last review: NONE

Next review date: June 2018

Review Date: September 2018



Formal complaints since last review: NONE
Next review date: September 2019

Review Date: May 2019
Formal complaints since last review: NONE
Next review date: May 2020

Review Date: May 2020
Formal complaints since last review: 2
Next review date: May 2021

Review Date: May 2021
Formal complaints since last review: NONE
Next review date: October 2022

Review Date: September 2022
Formal complaints since last review: 1
Next review date: September 2023

Review Date: September 2023
Formal complaints since last review: NONE
Next review date: September 2024