



## Arnold Lodge School **Complaints Procedure**

The school is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment

This policy applies to EYFS and to the main school in equal measure.

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Arnold Lodge School values good relations with the parent body, other schools, educational agencies and settings, and the community. We aim to provide good service to all our stakeholders, and to this end the Headmaster and staff welcome the opportunity to discuss ideas and answer queries and concerns, in a spirit of mutual respect and sensitivity. However, there may be occasional situations where you wish to make a complaint and it is important that you know the procedures for doing so.

Should the matter concern your child's daily life in school e.g. homework, equipment, whether your child is happy, the curriculum etc., please contact your child's class teacher or form tutor. S/he will talk with other members of staff and the senior management team if necessary. Normally matters are informally resolved satisfactorily at this stage.

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If you feel that matters still need to be resolved further, please contact the following people in writing or via the school office as appropriate:

**Mrs. Susan Taylor**  
Kindergarten Manager

**Mr. Andrew Pollard:**  
Second Master.

Should the matter concern fees or financial matters, please contact the Director of Finance and Admin, **Mrs Elizabeth McKenna**

An initial response will be made within 48hours of the complaint.

Following discussions with the appropriate person/s above you still feel that matters need to be taken further please do contact in writing one the following people:

**Mr David Williams,** Headmaster

**Mr. Gareth Newman,** Director of Arnold Lodge

**Mr. Wynford Dore,** Director of Arnold Lodge

The Headmaster can be contacted through the School office Tel: 01 926 77 8050  
Mr. Newman and Mr. Dore can be contacted in writing through the School Office

An initial response will be made within 48 hours of receipt of the complaint.

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Should there not be a satisfactory outcome to the complaint, provision will be made for a hearing before a panel appointed by or on behalf of the proprietor, consisting of at least 3 people who were not directly involved in the matters detailed in the complaint. One person will be independent of the management and running of the school. The Directors will prepare the hearing within a 3 week time frame. You may attend the hearing and be accompanied should you so wish.

The panel will make findings and recommendations and will ensure that the complainant, proprietors, the Headmaster, and where relevant, the person complained about, are given copies (sent by electronic mail or otherwise) of the findings and recommendations within 1 week. The procedure will take no longer than 28 working days from the date that the complaint is lodged to the date of resolution.

Written records will be kept of complaints, and of whether they are resolved at a preliminary stage or proceed to a panel hearing. A copy will be kept on the school premises available for school inspection. Please note that for the academic year 2008 – 2009 there were no complaints registered under the formal procedure.

All statements, correspondence and records relating to individual complaints are kept confidential except where the Secretary of State or a body conducting an inspection under section 162A of the 2002 Act, as amended, requests access to them.

In the Early Years Foundation Stage (EYFS) records of complaint will be kept for at least 3 years. Parents can make a complaint to OFSTED and ISI please see contact details below. The school will notify the complainants of the outcome of an investigation within 28 days of having received the complaint. All statements, correspondence and records relating to individual complaints are kept confidential except where the Secretary of State or a body conducting an inspection under section 162A of the 2002 Act, as amended, requests access to them. The school will provide OFSTED and ISI on

request with a written record of any complaints made during a specified period and the action which was taken as result.

There have been no complaints registered under the formal procedure during the preceding school year 2009/2010

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CAP House  
9-12 Long Lane  
London  
EC1A 9HA Telephone: 02076000100

OFSTED  
Royal Exchange Buildings  
St Ann's Square  
Manchester  
M2 7LA Telephone: 03001234234

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