



The Springfield Kindergarten



Parent Complaints Policy & Procedures

Name of Policy:	Parent Complaints Policy & Procedures
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PARENT COMPLAINTS POLICY & PROCEDURES

The Springfield Kindergarten (TSK) aims to meet its statutory obligations when responding to complaints from parents of students and others. We welcome suggestions and comments from parents and take any complaints and concerns that they may raise very seriously. We encourage parents to bring these to our attention as early as possible so that we have the opportunity to rectify a problem or explain the school's position before a concern becomes more serious. A complaint will be treated as an expression of genuine dissatisfaction, to which we will respond.

Aim:

- Our school aims to be fair, open and honest when dealing with any complaint. We give careful consideration to all complaints and deal with them as swiftly as possible.
- We aim to resolve any complaint through dialogue and mutual understanding and, in all cases, we put the interests of the child above all other issues.
- We provide sufficient opportunity for any complaint to be fully discussed, and then resolved.

This policy will ensure that

- Parents who wish to make a complaint know how to do so
- When a parent or other adult makes a complaint, each school deals with it in a professional and timely manner and comes to a speedy resolution wherever possible.
- The school records and monitors complaints for its own self-improvement.
- The school will support complainants with information and be fair to those complained about.

Scope:

This policy does not cover complaint procedures relating to:

- Admissions
- Safeguarding matters
- Exclusion
- Whistle-blowing
- Staff grievances
- Staff discipline



Procedure to make a complaint:

How should I complain?

Parents who have a concerns or complaint, should initially raise these in the first instance with their child's class teacher by letter, email, telephone or by verbally requesting a meeting. If the parent is not satisfied with the response of the class teacher or feel that the matter is sufficiently sensitive or serious, they should contact the Grade Coordinator who will then be able to liaise with relevant staff, put the parent in contact with the Principal. Parents may feel that they should contact the Principal directly, especially on a matter of great importance or sensitivity.

Parents can also write directly to the Principal if the matter is of serious concern, although the issue would still have to be referred back to and discussed with appropriate and concerned staff.

What will happen next?

If a parent raises an issue face to face or by telephone or email, it will hopefully be possible to resolve the matter immediately to their satisfaction. If the parent has made a complaint or suggestion in writing, they will receive a response within two working days, acknowledging their letter and explaining how the school proposes to proceed.

In many circumstances, the person contacted may need to discuss the issue with one or more colleagues and consider further before a response can be made. The parent will be given a date by which they will receive a further response. If a detailed explanation of the issue is needed a letter/report will be sent to the parent as quickly as possible, informing them of the outcome of their complaint and will explain any action taken or proposed. Alternatively, the parent may be invited to a meeting at the school.

All complaints should be dealt with within 7 working days. Where a complaint is considered more complex and requires additional time for investigation, the lead investigator should inform the complainant with a realistic timeline.

Domains of concerns:

Domain 1: Students Learning and Teaching

Stage 1 - Initial complaint directed to the class teacher to be resolved and feedback provided

Stage 2 - Initial complaint directed to the Grade Coordinator to be resolved and feedback provided

Stage 3 - Forwarded to the Principal for investigation, feedback and final resolution.



Domain 2: Students Behaviour, Emotional Wellbeing or Support

Stage 1 - Initial complaint directed to the class teacher to be resolved and feedback provided

Stage 2 - Initial complaint directed to the Grade Coordinator to be resolved and feedback provided

Stage 3 - Forwarded to the Principal for investigation, feedback and final resolution.

Domain 3: Operations/Facilities/External Services

Stage 1 - Initial complaint directed to the Admin Officer to be resolved and feedback provided

Stage 2 - Initial complaint directed to the Principal for investigation, feedback and final resolution.

Domain 4: A Member of Staff

Stage 1 - Forwarded to the Admin Officer for investigation and feedback.

Stage 2 - Forwarded to the Principal for final resolution.

Domain 5: A Member of the Leadership Team

To be directed to the Principal for investigation feedback and final resolution

Domain 6: The Principal

To be directed to the Head office either through email or phone call.

Confidentiality

Parental complaints or concerns will be treated in a confidential manner and with respect. Knowledge of the complaint or concern will be limited to the employees concerned and/or those directly involved. It is the school's policy that complaints made by parents will not rebound adversely on their children in any way.

We cannot, however, entirely rule out the need to make relevant third parties outside the school aware of the complaint and the identity of those involved. This would only be likely to happen where, for example, a child's safety was at risk or it became necessary to refer matters to the police. Before this happens, the parent making the complaint would be fully informed.

Anonymous Complaints

Anonymous complaints will not be pursued.

Staff Disciplinary Procedures

Any action taken under staff disciplinary procedures, following parental complaints, would normally be handled confidentially within the school. Parents would be



informed that appropriate action had been taken, no further information will be shared.

Responsibilities – Staff

- To understand the importance of handling and resolving the initial complaint and ensuring a resolution is found to satisfy the complainant and to avoid further escalation.
- To ensure the recording of complaints, implemented actions and those concerned staff are involved in any escalation of complaints.
- To ensure the relevant member and/or concerned staff is involved immediately where a complaint escalates beyond their ability to offer an acceptable resolution.

Complaints to the Ministry of Education and Higher Education (MoEHE):

If the complainant desires to approach MoEHE to register their concerns, they are required to fill the attached endorsement form and submit it to MoEHE, however the parents are recommended to seek the School Management for resolution of their concerns at the initial stage.

Feedback Procedure

It's important for us to understand what our parents and visitors perceive as our strengths and likewise what recommendations for improvement to our service they would like to see take place.

This can be achieved in the following ways:

- Email or verbal conversation with our administrative department.
- Email or verbal conversation with the relevant class or grade coordinators.
- Feedback via the school official email address.

When it is felt that an issue is more pressing than simple feedback and an informal or formal complaint is deemed necessary, then the Complaints Procedure outlined should be followed.

Monitoring and Recording

- The number of formal complaints per term should be an indicator of how the school is meeting the needs of its students and addressing parents' satisfaction.
- Patterns and trends should be highlighted by the Leadership Team and proactive actions should take place to prevent re-occurrence.
- Recording of complaints will be kept by the Departmental Heads/Principal for review.

Evaluation

Each member of the Leadership Team will be responsible for investigating the process of an unresolved complaint relating to their team, in order to evaluate the effectiveness of the process in handling the complaint in accordance with this policy.

