



## *La Petite Ecole Française*

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Directeur Pédagogique: Marjorie Lacassagne

Directrice Administrative: Flavie Fleuti

### COMPLAINTS PROCEDURE

#### INTRODUCTION

La Petite Ecole Française prides itself in creating a nurturing and homely environment for its young pupils. Key to its success is good communication between the management/teachers and the parents. The school aims to optimise the relationship between parents and educational staff by taking into consideration remarks and feedback from parents in order to improve the quality of education and life at school. There is a suggestions box prominently placed outside the school so that parents can make comments anonymously.

The main purpose of a complaint procedure is to solve problems and to give parents a means to raise issues of concern and to have them addressed. The requirement to have a complaints procedure need not in any way undermine efforts to resolve the concern informally. The school encourages informal discussion as the best method of resolving any issues.

Complainants should be treated respectfully by the members of staff during and after the course of any complaints investigation.

All members of staff should be aware of the complaints procedure and understand:

- The importance of attempting to resolve problems before they become formal complaints.
- The importance of treating complaints respectfully.

#### INFORMAL STAGE

Many minor complaints can be resolved quickly and informally. There are many occasions when concerns are resolved straightaway by the class teacher (depending upon the nature of the complaint).

The procedure should start with a parent-teacher meeting and unless there are exceptional circumstances there should always be full discussion at the informal stage. Parents should contact the teacher and arrange the meeting to resolve the complaint.

If the complaint has not been resolved at the first meeting, the parents should contact the Directrice Administrative/Deputy Head Teacher within 7 days. The Deputy Head teacher, Mme Flavie Fleuti is responsible for parent liaison. The Deputy Head teacher will, in most cases, resolve the matter to the satisfaction of all concerned without recourse to the formal stage.

#### FORMAL STAGE

##### First stage

If the Deputy Head teacher cannot resolve the complaint informally, the complainant should write a complaint letter addressed to the Deputy Head teacher within 7 days.

Then, within 7 days, the Deputy Head teacher will organise a meeting with all the staff to discuss the matter and find solutions.

The committee will take the final decision:

- Dismiss the complaint in whole or in parts.
- Uphold the complaint in whole or in parts.
- Take remedial actions to resolve the complaint:

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Reviewed: DM/FF/ML 29/07/17

- 1/ an appropriate expression of regret
- 2/ providing the solution desired by the complainant
- 3/ changing the procedures to avoid future problems

The head teacher will then report the complaint in the “Complaints Book” which contains:

- name of complainant
- pupil’s name
- complainant’s relationship with the pupil
- address
- telephone numbers
- details of the complaint
- actions taken to try and resolve the complaint
- actions, which should be taken next
- documents attached
- signature date

The complainant will receive a letter relating the conclusions of the meeting.  
Remedial actions will be applied.

### **Second stage**

If the remedial actions are not satisfactory, the complainant can make an appeal, within 7 days, by writing a letter to the Deputy Head teacher. A new meeting will be called.

The Panel will consist of:

- The staff or part of it
- The complainant who can be accompanied
- At least 3 independent persons

This Panel will debate about the problem, and try and find solutions.

The committee will then conclude by deciding new remedial actions to be taken and send a letter to the complainant. The person complained about (if applicable) will be given a copy of the panel’s findings and recommendations. In both cases, a written communication will be made by e-mail or as a written letter.

The Panel’s findings and recommendations must be available on the school premises for inspection by the Proprietor and the Head teacher and Deputy Head teacher.

**Records will be kept confidential and secure.**

**Records will be held for 3 year.**

**PARENTS CAN MAKE A COMPLAINT DIRECTLY TO OFSTED SHOULD THEY WISH TO AND THE OFSTED CONTACT DETAILS ARE:**

OFSTED  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

Tel: 0300 1231231

if you want to make a complaint or have a concern about any service Ofsted inspects or regulates(08.00 to 18.00)

## **Timescale**

### **INFORMAL STAGE**

**Day 1** Complaint to the teacher

**Day 7** Complaint to the Deputy Head teacher, if the Teacher's answer is not satisfactory

### **FORMAL STAGE**

#### **First stage**

**Day 14** Complaint letter handed over to the Deputy Head teacher

**Day 21** Meeting of staff and Deputy Head teacher

**Day 22** Decision from the meeting given by Deputy Head teacher to complainant

#### **Second stage**

**Day 29** Second letter (appeal letter) from parents addressed to the Deputy Head teacher.

**Day 33** Meeting between complainant, head teacher, teachers, an independent panel and parents representatives.

**Day 34** Final director's decision.

**Number of complaints in the year 06/07: none**

**Number of complaints in the year 07/08: none**

**Number of complaints in the year 08/09: none**

**Number of complaints in the year 09/10: none**

**Number of complaints in the year 10/11: none**

**Number of complaints in the year 11/12: none**

**Number of complaints in the year 12/13: none**

**Number of complaints in the year 13/14: none**

**Number of complaints in the year 14/15: none**

**Number of complaints in the year 15/16: none**

**Number of complaints in the year 16/17: none**