



COMPLAINTS PROCEDURE

INTRODUCTION

Le French Programme 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 club 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.

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.

STAGE 1 (INFORMAL)

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.

STAGE 2 (INFORMAL)

If the complaint has not been resolved at the first meeting, **the parents should contact the Directrice de l'école (Claude Lalande)** within 7 days. The Directrice de l'école is responsible for parent liaison. The Directrice de l'école will, in most cases, resolve the matter to the satisfaction of all concerned without recourse to the formal stage.



STAGE 3 (INFORMAL)

If the Directrice de l'école cannot resolve the complaint informally, the complainant should write **an email/complaint letter addressed to the Directrice Administrative.**

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

STAGE 4 (FORMAL)

If the Directrice Administrative cannot resolve the complaint informally, the complainant should write an **email/complaint letter addressed to the school Head, Dr Pamela Edmonds** within 7 days.

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

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1 Fulham Park road, Parsons Green Prep
London SW6 4LJ
Tel: 020 7371 9009
E-mail: head@parsonsgreenprep.co.uk

STAGE 5 (FORMAL):

If the matter can not be resolved by the Head, then a committee meeting will be set up by the head within 14 days with a panel.

The Panel will consist of:

- The staff or part of it
- The complainant who can be accompanied
- At least 2 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 with 7 days.

Directrice de l'école: Claude Lalande
Directrice Administrative: Marina Emms
Reviewed: 26/08/23



The Panel's findings and recommendations must be available on the school premises for inspection by the Head, the Directrice de l'école and Directrice Administrative.

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

The Directrice Administrative will then report the complaint in the "Complaints Log" 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.

Records will be kept confidential and secure.

Records will be held for 3 years.

Directrice de l'école: Claude Lalande

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Timescale

INFORMAL STAGE

Stage 1 Complaint to the teacher

Stage 2 Complaint to the Directrice de l'école , if the Teacher's answer is not satisfactory

Stage 3 Complaint to the Directrice Administrative if the Directrice de l'école's answer is not satisfactory

FORMAL STAGE

Stage 4

Day 1 Complaint letter handed over to the Head

Day 7 Meeting with complainant, Head, Staff and Directrice de l'école and Directrice Administrative to resolve the problem

Day 14 Decision from the meeting given by Head to complainant

Stage 5

Day 28 Meeting between complainant, head, staff and an independent panel.

Day 35 Final panel decision given in writing.

Number of complaints in the year 15/16: none

Number of complaints in the year 16/17: none

Number of complaints in the year 17/18: none

Number of complaints in the year 18/19: none

Number of complaints in the year 19/20: none

Number of complaints in the year 20/21: none

Number of complaints in the year 21/22: none

Number of complaints in the year 22/23: none

Directrice de l'école: Claude Lalande

Directrice Administrative: Marina Emms

Reviewed: 26/08/23