



MAPLE EDUCATION

MAPLE EDUCATION COMPLAINTS POLICY

2018

Date made	September 2017
Review Date	September 2018

Mrs C Garnett
Principal

Contact Us

Maple House,
74 Oxford Road Stone,
Aylesbury, Bucks HP17 8PL

01296 747500
info@mapleeducation.co.uk

Complaints and concerns are treated seriously at Maple Education.

1. AIMS

To demonstrate that pupils and parent's concerns are treated seriously and confidentially (access may be required for legal obligations or where disclosure is required in the course of inspection), in accordance with set procedure.

2. POLICY GUIDANCE

This policy refers to and complies with:

- The Statutory Framework for the Early Years Foundation Stage, April 2017.
- The Education (ISS) Regulations (2014)
- Children Act (2004)

3. POLICY AND PROCEDURE REVIEW

Policy and procedures are adjusted on an ongoing basis. The Complaints Policy is formally reviewed annually by Christine Garnett the school Principal and Exams Officer at Maple Education.

4. POLICY AVAILABILITY

Complaints Policy is available:

- On the Maple Website <http://www.mapleeducation.co.uk/>
- Maple Office

5. COMPLAINTS PROCEDURE

Stage 1 – Informal Resolution

- It is hoped that most complaints and concerns will be resolved quickly and informally.
- If parents have a complaint they would normally contact their son's/daughter's Form Teacher/Tutor or a relevant subject teacher (in most cases matters are resolved straight away).
- It may be necessary to contact the Head of Pre-Prep (including concerning EYFS issues), Head of Juniors, Head of Middle School Tutors, Head of Senior School Tutors or Deputy Head Pastoral for pastoral concerns, or subject Head or Deputy Head Academic for academic concerns.
- The Form teacher/Tutor or relevant member of staff will make a judgment as to whether the matter should be referred to a senior member of staff for recording
- Should the matter fail to reach a satisfactory resolution within **5 working days** during term time (during school holidays timescales may vary) then the parent is advised to proceed with their complaint in accordance with Stage 2.

Stage 2 – Formal Resolution

- If a parent is not satisfied with the response to the complaint, he/she should write to the Headmaster. The Headmaster will decide the appropriate course of action.
- The Headmaster will normally contact the parent within **5 working days**. If possible a resolution will be reached at this stage. (Timescales may be longer if a holiday period intervenes.)
- The Headmaster will keep written records of all meetings and interviews.
- Once the Headmaster is satisfied that, so far as is practicable, all of the relevant facts have been established, a decision will be made and the parent informed of the decision, in writing, normally

6. COMPLAINTS LOG

The school Complaints Log is limited to those complaints made in writing under the formal part of the procedure. The log will contain all paperwork relating to the complaint and its investigation. The log will record whether the complaint was resolved following a formal procedure at Stage 2 or a panel hearing at Stage 3 of the procedure, and what action has been taken by the school as result of these complaints (regardless of whether they were upheld). The record of complaints must be made available to ISI on request. There were four complaint beyond Stage 1 in the academic year 2016-17.

A separate record of significant concerns is maintained by the Headmaster which includes concerns raised and resolved at the informal level as well as noting when a concern is continued to a formal stage of the complaints process.

Parents can make a complaint to ISI or Ofsted if they believe Maple is not meeting requirements, including those regarding EYFS.

Ofsted
The National Business
Centre Piccadilly Gate,
Store St., Manchester,
M1 2WD
Tel: 0300 123 1231

