



COMPLAINTS PROCEDURE

This procedure applies to all children at Avenue House School, including those in the EYFS.

Reviewed: September 2026 Next Review: September 2027

Introduction

Avenue House School prides itself on the quality of the teaching and pastoral care provided to the pupils. However, if parents do have a complaint, it will be treated seriously.

This policy is available to parents on the school website and a paper copy is available in school upon request. The policy applies to all pupils at Avenue House School.

The school has the following procedure:

From Reception through to Year 6

Stage 1 – Informal Resolution

- It is hoped that most complaints will be resolved quickly and informally.
- If parents have a complaint they should contact their child's form teacher.

In many cases, the matter will be resolved straightaway by this means. If the form teacher cannot resolve this matter alone, it may be necessary for him/her to consult one of the Deputy Heads, either Pastoral or Academic.

- Complaints made directly to the Head of EYFS, Deputy Head or Head may be referred to the relevant teacher unless they deem it appropriate for him/her to deal with the matter directly.
- The form teacher will make a written note of concerns and complaints and the date on which they were received. Should the matter not be resolved within two weeks, or in the event that the school and the parents fail to reach a resolution, the parents will be advised to proceed with their complaint in accordance with Stage 2 of this Procedure.

Stage 2 – Formal Resolution

- If the complaint cannot be resolved on an informal basis, then the parents should put their complaint to the Head in writing. The Head will decide, after considering the complaint, the appropriate course of action to take.
- In most cases, the Head will speak to and/or meet and /or write to the parents concerned within 1 week of receiving the complaint, to discuss the matter. If possible, a resolution will be reached at this stage.

It may be necessary for the Head to carry out further investigations.

- The Head will make notes of all meetings and interviews held in relation to the complaint and keep written records of these meetings.
- Once the Head is satisfied that, so far as is practicable, all of the relevant facts have been established, a decision will be made and parents will be informed of this decision in writing. The Head will also give reasons for the decision.

- If parents are still not satisfied with the decision, they should proceed to Stage 3 of this procedure.

Stage 3 – Panel Appeal

- If parents seek to invoke stage 3 (following a failure to reach an earlier resolution) they will be referred to the Proprietor. The Proprietor will invoke the complaints panel, who will be responsible for responding to the parent.
- The Panel will consist of at least three persons not directly involved in the matters detailed in the complaint, one of whom shall be independent of the management and running of the school. Each of the Panel members shall be appointed by the proprietor. The Panel will then acknowledge the complaint and schedule a hearing to take place as soon as is practicable and within 10 working days.
- If the Panel deems it necessary, it may require that further particulars of the complaint or any related matter be supplied in advance of the hearing.
- The parents may be accompanied to the hearing by one other person. This may be a relative, teacher or a friend. Legal representation will not normally be appropriate.
- If possible, the Panel will resolve the parents' complaint immediately without the need for further investigation.
- Where further investigation is required, the Panel will decide how it should be carried out. After due consideration of all factors, they consider relevant, they will reach a decision and may make recommendations.
 - The Panel will complete within 10 working days of the hearing.
 - The Panel will write to the parents informing them of its decision and the reasons for it. The decision of the panel will be final.
 - The Panel's findings and, recommendations will be sent by electronic mail or otherwise and given to the complainant and where relevant the person complained and this is available on the school premises by the proprietor and the Head Teacher.
 - The record of complaints will note any action taken by the school whether the complaint is upheld or not.

Parents can be assured that all concerns and complaints will be treated seriously and confidentially. Correspondence, statements and records relating to individual complaints are to be kept confidential, except where the Secretary of State or a body conducting an inspection under Section 109 of the 2008 Act, as amended, requests access to them.

A log of complaints is kept on CPOMs and in the Headteacher's office.

Records of complaints are kept for a minimum of 3 years and will indicate whether they were resolved at Stage 1, 2 or Stage 3.

Written complaints about the fulfillment of the EYFS requirements must be investigated and the complainant notified of the outcome of the investigation within 28 days. The record of complaint must be made available to ISI on request.

A complaint made during a school holiday period will receive a response within 5 to 10 working days.

Data Protection and Confidentiality

All personal information relating to parents, pupils and families is processed and protected in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. Complaint records are treated confidentially and stored securely, with access restricted to those who need the information to investigate or respond to a complaint. Information will only be disclosed where required by law, regulation or inspection requirements

Monitoring of Complaints

The school maintains a record of formal complaints and their outcomes. The School can confirm that no formal complaints requiring Stage 2 or Stage 3 of this procedure were received during the previous 12 months.

Contact Details

The Chair of Governors of Avenue House School, **Mr. David Immanuel**, is available to answer any complaints, questions or problems that may arise.

Address:

**LSI,
13 Lyndhurst Terrace,
London. NW3 5QA
Tel: 0207 794 8111
Mobile: 07710 170121**

Contact addresses for parents of EYFS pupils who wish to complain about the school's fulfilment of the EYFS requirements are:

Address:

**ISI
CAP House,
9 - 12 Long Lane,
London. EC1A 9HA
Tel: 020 7600 0100**