

# Reflections Small School - Complaints Procedure

Date: 1.9.16

Review Date: 1.9.17

## Parent Comments & Complaints Procedure

If you have any comments or complaints about the service we provide, we will be more than happy to discuss these with you - we welcome feedback of any nature. All your comments will be logged and the Manager/Deputy made aware, along with any other relevant staff. The first step would be to discuss your concerns with one of the Small School Teachers, the Manager or one of the Deputies. You are also welcome to contact the Directors.

If you request, we would be happy to arrange a meeting with you in private, so that your comments can be discussed at a convenient time for you. Those available to meet with you at short notice would be the Manager and either of the Deputies. Either of the Directors would also be available. We are happy to investigate any concerns and report back to you regarding any actions that have been agreed during the meeting.

There are occasions when parents may wish to raise an issue regarding a member of staff. In this event the Manager will write a report of the complaint giving all details including how the problem may be handled and resolved, all reports are signed and dated by all parties involved. If an issue needs to be raised about anyone in management, please request a meeting with one of the Directors. If an issue is to be raised about either of the Directors please raise your initial concerns with the Manager.

Further discussions would normally involve either of the Directors together with the Manager to resolve any issues raised.

If you feel dissatisfied in any way in which your observations have been handled, please contact: Martin Pace or Louise Rose, Directors on: 01903 208208 or e-mail: [martin@reflectionsnurseries.co.uk](mailto:martin@reflectionsnurseries.co.uk) [louise@reflectionsnurseries.co.uk](mailto:louise@reflectionsnurseries.co.uk)

You always have the option of taking a concern further however Ofsted is unable to consider complaints about independent schools. Their guidance is as follows:

You should write to the school first. If you are unhappy with their response, you should send your complaint in writing to:

Independent Education & School Safeguarding Division  
Department for Education  
Level 3 Riverside  
Bishopsgate House  
Feethams  
Darlington DL1 5QE