



THE MULBERRY HOUSE SCHOOL

All Mulberry House School Policies are always to be read and considered in conjunction with the Equal Opportunities, Race Equality and Inclusion Policies

COMPLAINTS POLICY

This Policy of The Mulberry House School applies to all sections of the school including the Early Years Foundation Stage.

The Mulberry House School is a Rights Respecting School (RRS) and we take our responsibility as Duty Bearers seriously, respecting (though not exclusively) the following Children's Rights Articles under the United Nation's Convention on the Rights of the Child (UNCRC) in relation to this school policy.

- ◆ Article 3, The best interests of the child must be a top priority in all decisions and actions that affect children.

We believe it to be in the children's best interests that The Mulberry House School should run smoothly and parents and staff should work together in a spirit of cooperation. We endeavour at all times to ensure that both children and parents are treated courteously and with careful and prompt attention to their needs and wishes. Any concerns or complaints regarding the School will be dealt with quickly and appropriately according to the following procedure.

This policy is made available to all parents via the school's website or made available to them on request.

Stage 1 (Informal Resolution)

If Parents/Carers have any concerns whatsoever, or any causes for complaint they should begin by speaking with either the Class Teacher in the first instance or the Headteacher, as they feel appropriate. Any issue raised with a Class Teacher will be reported to the Headteacher who will speak with all those concerned and attempt to resolve the issue informally within seven school days.

Stage 2 (Formal Procedure)

Any parent who has a complaint and who is not satisfied with the outcome of the informal procedure, or feels that the procedure is taking an unduly long time, should make a formal complaint in writing to the Headteacher or another member of the school's management team. Any such complaint will be immediately acknowledged and will result in a prompt investigation by the Headteacher or another member of the school's management team



THE MULBERRY HOUSE SCHOOL

selected by the Headteacher, who will gather all available information and evidence and prepare a written report on the case. The conclusions of this will be communicated in writing within 20 school days of receipt of the written complaint to both the complainant and to any members of staff concerned.

A written record of all complaints that reach stage 2 will be kept and such record cover whether they are resolved following this procedure, or proceed to panel hearing and cover the action taken by the school (regardless of whether the complaint is upheld).

Stage 3 (Panel Hearing)

Any parent who feels that a formal complaint has still not been adequately dealt with through the above procedure may request in writing that it is passed on to the Directors, Cari and Duncan Binet-Fauvel, for an independent 'full merits' panel hearing. Cari Binet-Fauvel and Duncan Binet-Fauvel, together with, or appointed on behalf of the Directors and consisting of three others, neither of whom were previously involved with the issue and at least one of whom is independent of the management and running of the school, will review the Headteacher's findings. The parent may attend and be accompanied at a panel hearing if they wish.

The panel hearing will be held within 15 school days of receipt of the written request by the complainant. This will be held of a full-merits hearing of the complaint.

When the panel have made a decision, their findings and recommendations as well as the outcome of their investigation must be provided to the complainant and, where relevant, the person complained about within 5 days of having received the complaint; and (ii) available for inspection on the school premises by the Directors and the Headteacher.

Any complaint concerning the fulfilment of the EYFS requirements will be completed within 28 days in total.

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 requests access to them.

Correspondence should be marked confidential and sent to:

Cari and Duncan Binet-Fauvel
The Mulberry House School
7 Minster Road
West Hampstead
London
NW2 3SD

Any complaints received will be treated in the strictest confidence. Any written complaints together with all subsequent documentation will be logged in a confidential



THE MULBERRY HOUSE SCHOOL

Complaints File. The School will keep written records indicating whether the complaints were resolved at the preliminary stage, formal stage or whether they were escalated to the Directors and/or Panel Hearing. The school will also record what individual action was taken following each complaint and log this in the file. The number of formal complaints received by the school is shown at the foot of this policy. All findings and recommendations will be made available for inspection on the school premises by the Directors, Cari and Duncan Binet-Fauvel, or the Headteacher, Victoria Playford.

Persistent Correspondence

Where repeated attempts are made by a parent to raise the same complaint after it has been considered at all three stages, this can be regarded as vexatious and outside the scope of this policy.

Retention

Complaints will be retained for a minimum of 7 years and a minimum of 10 years if there is a safeguarding issue. Where there is a concern of sexual abuse, records will be kept until the accused has reached normal pension age or for 10 years from the date of the allegation, if it is longer.

Any parents who feel that the procedure set out in this policy has not been properly followed or who remain dissatisfied with the outcome, should raise their concerns with the ISI by writing to ISI, CAP House, 9-12 Long Lane, London EC1A 9HA, or to concerns@isi.net. They can also contact the Department for Education on 0370 000 2288.

For children under the Early Years Foundation Stage and aged between 2 years and 5 years old, parents may wish to contact Ofsted if they remain dissatisfied, with the outcome, feel that the procedure set out in this policy has not been properly followed or if they believe the provider is not meeting the EYFS requirements. They should raise their concerns in writing to Ofsted, Piccadilly Gate, Store Street, Manchester, M1 2WD or via telephone on 0300 123 4666.

If concerns relate to bullying or possible child abuse then in the first instance, parents can contact ISI on concerns@isi.net or 020 7710 9900 and they will advise. In addition to ISI and/or the Department for Education, parents can contact the child protection unit of the local authority social services department.

The school will provide Ofsted and/or ISI, on request, with a written record of complaints made in a specific period and the action taken as a result of each complaint.

If the school becomes aware that they are to be inspected by Ofsted or ISI we will notify all parents and carers. After an inspection, we will supply a copy of the report to parents or carers of children at the school.



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Written complaints received by the School during the preceeding school year:

2024/25 – The school has received two complaints in the 2024-25 academic year.