

École Française de Bristol



Complaints procedure

Last review date:	October 2025
Next review date:	October 2026

The Ecole Française de Bristol ("The School") provides education and childcare for children aged 2 years 9 months to 16.

This policy has been revised to take account of the requirements of both the Early Years Register and the Childcare Registers

We aim to provide the highest quality care and education for children attending our classes and to ensure that parents and carers are satisfied with the services that we provide.

This policy complies with the requirements of

The Ofsted Early Years Register

For our pupils in the preschool and day release reception classes until 31 August following their 5th birthday.

The Ofsted Childcare Register (Compulsory part)

For our pupils in the day release classes from 1st September following their 5th birthday up to and including the age of 7

The Ofsted Childcare Register (Voluntary part)

For our pupils aged 8 and above in primary day release classes or in the Saturday secondary/GCSE class

Other classes (Bambins, Thursday after-school class and Saturday French Club) do not fall under an Ofsted inspection framework.

MAKING A COMPLAINT

1- Informal stage

The School is committed to an open door policy with parents and welcomes comments about the quality of services.

In the event of a complaint by a parent or carer regarding an aspect of the School's work or about a member of staff, it should in most cases be possible to resolve the problem by discussing the situation with the individual concerned and coming to a mutually agreed solution.

In the first instance of a concern arising, parents and carers are required to speak directly with the relevant member of staff; if it is not viable or if there is a safeguarding concern, the Headteacher should be consulted. A meeting will be arranged to resolve the complaint.

If the complaint has not been resolved at the first meeting, the parents should contact the Headteacher. The Headteacher will, in most cases, resolve the matter to the satisfaction of all concerned without recourse to the formal stage.

2- Formal stage

First Stage

If it has not been possible to resolve the complaint informally, the complainant should write a complaint letter to the Headteacher (or a complaint form can be provided to the parent by the School). Written complaints (including those made by e-mail) will be investigated by the Headteacher and a member of the Board of Trustees.

Complainants will be notified in writing of the outcome of any investigation.

Second Stage

If at the conclusion of this process parents remain dissatisfied with the response that they have received, they can appeal by writing a letter to the Board of Trustees. The original complaint along with the Ecole's response will be passed on to the Board of Trustees who will adjudicate the case.

The Board of Trustees will communicate a detailed written response including any actions to be taken, to both the Headteacher and the parents concerned, within 15 working days of the receipt of their complaint. A copy will be circulated to relevant members of staff if appropriate.

The response will include recommendations for dealing with the complaint and for any amendments to the Ecole's policies or procedures emerging from the investigation.

Complaints relating to registration requirements will be filed by the Headteacher in the "Complaints Book".

There are two complaint record forms according to the nature of the complaint (one for complaints relating to the requirements of registration and another form for any other type of complaint). There is also a sample form that can be given to parents to help them formulate a complaint in writing.

A written record of complaints relating to registration requirements and of their outcome will be kept for a minimum of three years. Records will be kept secure (but accessible to Ofsted or to parents who have made a written request to see them).

If the Headteacher/Registered Person has good reason to believe that the situation has child protection implications, they should ensure that procedures set out in the Safeguarding Children policy are followed. If any party involved in the complaint has good reason to believe that a criminal offence has been committed then they will contact the police.

Parents can submit a complaint to Ofsted about registered childcare provision by emailing enquiries@ofsted.gov.uk or calling 0300 123 4666. Ofsted will investigate any complaint related to registration requirements.