



Sudbrook School Limited · The Village Hall · Bute Ave · Petersham · Richmond
TW10 7AX

Complaints Procedure

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Statement

Sudbrook School aims to provide a safe, caring and stimulating environment where children and families feel welcome and valued. We believe in working together with parents to ensure their children's needs are identified and met.

We recognise parents are the prime educators of their child and comments about our school are made with the child's best interests at heart. Parents should feel welcome to use the 'Comments Box' in the lobby area to disclose anonymous comments they would like to make.

There is a fair way of dealing with issues as they arise in an informal way, but parents/carers may wish to exercise their right to make a formal complaint. They are informed of the procedure to do this, and complaints are responded to in a timely way.

Complaints of Parents/ Carers

- If a parent/carer is unhappy about any aspect of their child's care or how they have been treated, this should be discussed with the child's key person. The key person will listen to the parent/carer and acknowledge what they are unhappy about. The key person will offer an explanation and an apology if appropriate. The issue and how it was resolved is recorded in the child's file and Complaint Investigation Record. The recording will also make clear whether the issue being raised relates to a concern about quality of the service or practice, or a complaint. For allegations relating to serious harm to a child caused by a member of staff or volunteer will be followed according to statutory safeguarding procedures.
- If the parent/carer is not happy with the key person's response or wishes to complain about the key person or any other member of staff, they will be directed to the group lead. Some parents/carers will want to make a written complaint; others will prefer to make it verbally; in which case the group lead writes down the key issues of the complaint using the Complaint Investigation Record and keeps it in the child's file.
- The group lead will investigate the complaint and provide time to feedback to the parent/carer within 28 days. A confidential written report of the investigation is kept in the child's file if the complaint relates directly to a child.
- If the parent/carer is still not satisfied, or if the complaint is about the group lead, the complaint will be forwarded to the Head of Kinderhaus at the German School who will get back to the parents
- If the parent/carer is still not satisfied, then they are entitled to appeal the outcome verbally or in writing to the Head of Kinderhaus at the German School who will pass the matter on to the director for further investigation and will respond to the parent/carer within a further 14 days.
- If the complainant believes that the matter has not been resolved and there has been a breach of the EYFS requirements they are entitled to make a complaint to Ofsted. The director will assist in any complaint investigation as well as in producing documentation that records the steps that were taken in response to the original complaint.
- The group lead ensures that parents/carers know they can complain to Ofsted by telephone or in writing at any time as follows:

Applications, Regulatory and Contact (ARC) Team
Ofsted
Piccadilly Gate
Store Street
Manchester
M1 2WD

or telephone: 0300 123 1231

Complaints of staff and other services

- If an individual from another service wishes to make a formal complaint about a member of staff or any practice of the setting, it should be made in writing to the group lead.
- The complaint is acknowledged in writing within 10 days of receiving it.
- The group lead investigates the matter and meets with the individual to discuss the matter further within 28 days of the complaint being received.
- An agreement needs to be reached to resolve the matter.
- If agreement is not reached, the complainant may write to the Head of Kinderhaus at the German School, who acknowledges the complaint within 5 days and reports back within 14 days.
- If the complainant is not satisfied with the outcome of the investigation, they are entitled to appeal and are referred to the director.

Ofsted complaints record

- Legislation requires settings to keep a record of complaints and disclose these to Ofsted if requested
- The record of complaints is a summative record only.
- A record of complaints will be kept for at least 3 years.
- In all cases where a complaint is upheld a review will be undertaken by the director to look for ways to improve practice where it is required.
- If agreement is not reached, the complainant may write to the Head of Kinderhaus at the German School, who acknowledges the complaint within 5 days and reports back within 14 days.
- If the complainant is not satisfied with the outcome of the investigation, they are entitled to appeal and are referred to the director.