



COMPLAINTS POLICY

Le Petit Club Français d'Oxfordshire views complaints seriously and considers this procedure as an important aspect of service delivery.

Our policy is:

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint;
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint;
- To make sure everyone (trustees, staff and volunteers) at **Le Petit Club Français d'Oxfordshire**, knows what to do if a complaint is received;
- To make sure all complaints are investigated fairly, impartially, and in a timely way;
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired; and
- To gather information which helps us to improve what we do.

Definition of a Complaint

An informal complaint is an initial approach outlining dissatisfaction, whether justified or not, about any aspect of **Le Petit Club Français d'Oxfordshire**. Such approaches are likely to be made in person or by telephone and sometimes in writing.

A formal complaint is an expression of dissatisfaction with the action or lack of action taken by the Petit Club, on a matter which has been previously raised. Such complaint needs to be addressed completing the complaints form (appendix I).

Where Complaints Come From

Complaints may come from any person or organisation who has a legitimate interest in **Le Petit Club Français d'Oxfordshire**.

⚠ Important: If you have a safeguarding or child protection concern, please contact our Designated Safeguarding Lead immediately. Refer to our Safeguarding and Child Protection Policy for full details.

Exclusions:

This policy does not apply to:

- Admissions
- Statutory assessments for special educational needs (SEN)
- School reorganisation proposals
- Safeguarding matters
- Exclusion
- Whistleblowing
- Staff grievances
- Data Protection
- Complaints made by prospective or past pupils (unless continuing a process from their enrolment period)

Confidentiality

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements in line with Le Petit Club's policy on Data Protection.

Investigation Principles

We seek to clarify:

- What happened
- Who was involved
- What would resolve the situation for the complainant

Responsibility

Overall responsibility for this policy and its implementation lies with the Board of trustees and the management.

Publicised Contact Details for Complaints:

Board of Trustees' Secretary: governance@petitcluboxfordshire.org

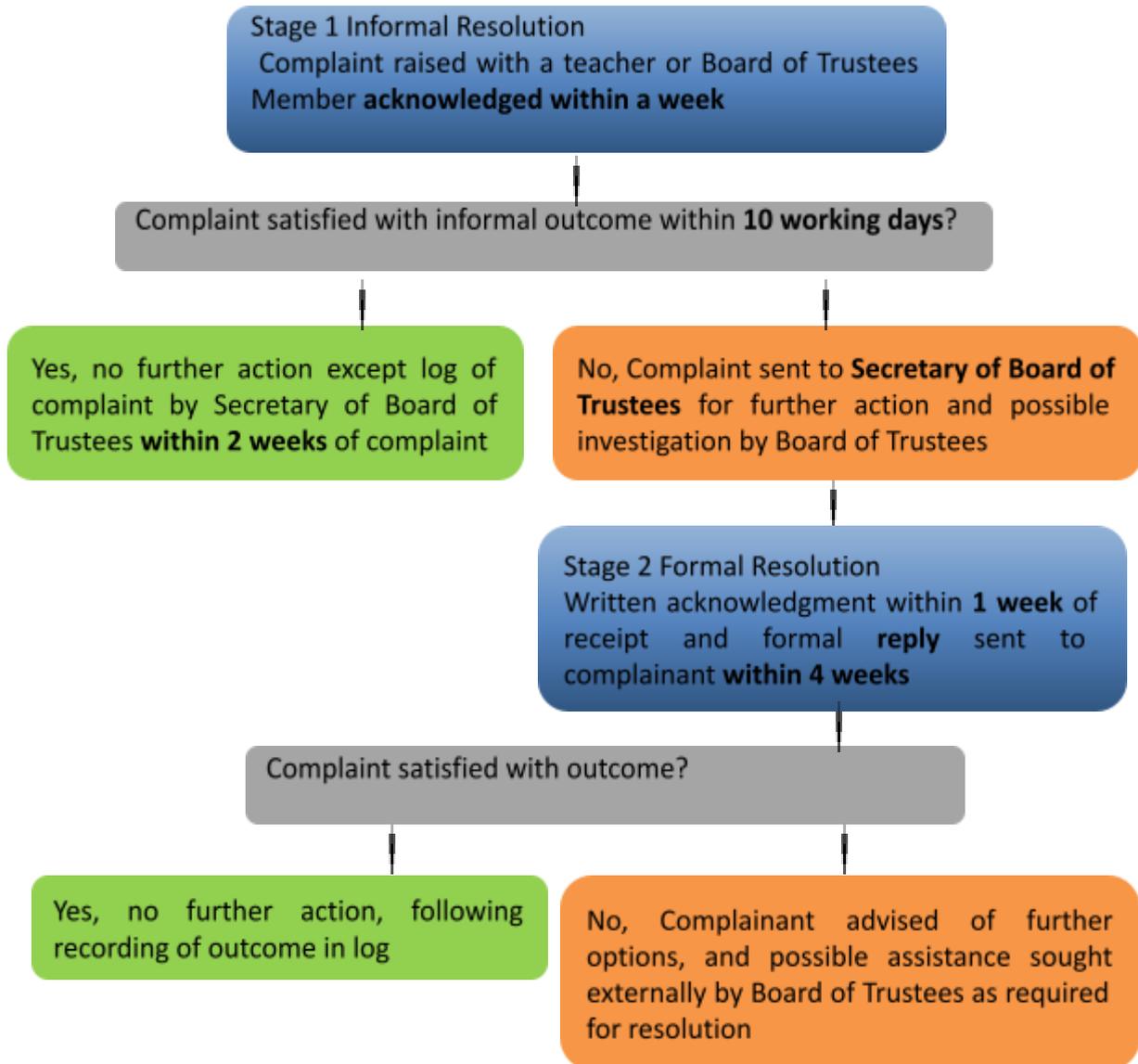
Review

This policy is implemented through the procedure described below and is reviewed by the Board of Trustees and updated on a regular basis, at least annually.

Date Adopted:	17 May 2024 (Board of Trustees)
Date reviewed:	31 August 2025 (Céline Cornereau, Trustee - Governance Lead)
Date of next review:	August 2026
Cross Reference with other Policies	<ul style="list-style-type: none">• Child Protection Policy• Data protection Policy

COMPLAINTS PROCEDURE

Overview: Le Petit Club Complaints Procedure



Procedure for handling complaints

We encourage prompt communication regarding any dissatisfaction. Complaints should ideally be made within three months of the incident (or the last in a series of incidents). We recognize exceptions may be needed in certain cases.

Complaints against staff members, volunteers, or contracted helpers should initially be addressed to the Petit Club's Secretary to the Board of Trustees (henceforth referred to as "the Board Secretary", and marked "Private and Confidential." We will consider anonymous complaints only in extraordinary circumstances.

Complaints received outside of term time will be considered to have been received on the first school day after the holiday period. We aim to resolve all complaints within 28 working days (4 weeks).

Stage One: Informal Resolution

In many cases, a complaint is best resolved by the person responsible for the issue being complained about. If the complaint has been received by that person, they may be able to resolve it swiftly and should do so if possible and appropriate.

If the complaint relates to a specific person, they should be informed and given a fair opportunity to respond. Complaints should be acknowledged by the person handling the complaint within a week and they should strive to resolve them within 10 working days. The acknowledgement should say who is dealing with the complaint and when the person complaining can expect a reply. A copy of this complaints procedure should be attached.

Whether or not the complaint has been resolved, the complaint information should be **passed to the Petit Club's Board Secretary within two weeks**. On receiving the complaint, the Board Secretary will record it in the **complaints log** (using the template provided in Appendix II). If it has not already been resolved within 10 days or to the satisfaction of the complainant, they will delegate an appropriate person to investigate it and to take appropriate action depending on the type of complaint raised following the Stage 2 procedure outlined below.

Stage Two: Formal Resolution

If the complainant feels that the problem has not been satisfactorily resolved at Stage One, **they can submit a written complaint to the Board Secretary** for further review by the Board of Trustees. At this stage, the complaint will be passed to:

The Chair of the Board of Trustees, or in their absence, a quorum of at least 3 trustees on the Board of Trustees

- The written complaint should be reported using the **Complaints Form** provided in Appendix I or at a minimum clearly outline:
 - The nature of the complaint
 - Previous actions taken to address it
 - Desired Resolution

- The **request for Board level review should be acknowledged within a week** of receiving it. The acknowledgement should say who will deal with the case and when the complainant can expect a reply.
- The Chair of the Board of Trustees or the dedicated Trustee for the issue raised may investigate the facts of the case themselves or delegate a suitably senior person to do so. This may involve reviewing the paperwork of the case and speaking to the person who dealt with the complaint at Stage One.
- If the complaint relates to a specific person, they should be informed and given a further opportunity to respond.
- The person who dealt with the original complaint at Stage One should be kept informed of what is happening.
- Investigations may include staff, volunteer, and pupil interviews. Records of meetings will be kept.
- Ideally complainants should receive a **definitive reply within four weeks**. If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.
- Whether the complaint is upheld or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.
- The decision taken at this stage is final, unless the Board of Trustees decides it is appropriate to seek external assistance with resolution.

Records

We will keep confidential complaint records, including dates, descriptions, investigations, outcomes, and any follow-up, in line with our Data Protection Policy.

Appendix I Complaints Form



Complaints Form

Please read the Petit Club's Complaints Procedure before completing this form. It provides information on when and how this form should be completed.

To be completed by those with parental responsibility for a current pupil and returned to the Secretary of the Board of Trustees governance@petitcluboxfordshire.org.

PLEASE USE BLOCK CAPITALS

Your name(s)	
Name of pupil(s), year(s) and your relationship to them	
Contact Telephone	
Contact email address	
Details of the complaint ¹ :	
Action taken to date (including teacher(s)/trustee(s) who has/have dealt with it so far) and solutions offered	

¹ Please provide details of the nature of your complaint. If you have more than one ground of complaint, we suggest numbering them so that each is considered in turn. If you require more space, you may wish to attach an additional page setting out your complaint.

Please indicate the reason(s) why this was not considered a satisfactory resolution for you
What action(s) would you like to be taken to resolve your complaint?
Signature(s):
Date:

Appendix II Complaints Log



Complaints Log									
Complaint number	Date received	Summary of complaint (Anonymised)	Acknowledgement Date	Date of formal reply	Name of investigator	Justified/Upheld (Yes or No)	Action Taken	Action Completed (yes or no)	Closed out (Date of resolution & Initials)
1									
2									
3									
4									