

Complaints procedure

German Saturday School Bristol



Deutsche
Samstagsschule
Bristol

The aim of the German Saturday School is to work in close partnership with all parents, to meet the needs of their children. If at any time you are not happy with the service we are offering you or your child, we hope you feel able to discuss your concern with a teacher or the head.

An appointment can be made to discuss the issue and hopefully settle the matter through frank and open discussion. Any concerns raised will not only be dealt with seriously, but also effectively and in a confidential manner.

We will always take complaints very serious, investigate them carefully and professionally, and provide parents with an account of the findings of the investigation within 28 days of receiving their complaint. We will tell parents about any action taken, and parents can request confirmation by writing or email. We will keep records of all complaints, the discussion and any agreement reached.

If matters can't be resolved with the German Saturday School, and parents wish to make a formal complaint to OFSTED, they can contact the

OFSTED Complaints and Investigation Unit (tel. 0300 1231231).

All written records are signed by the parent(s) and the head of the German Saturday School Bristol. These are available to show an OFSTED Childcare Inspector if required.

Reviewed in May 2024 by the Directors of *German Saturday School Bristol*
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Adapted from The German Academy
www.germanacademy.org.uk