



## Complaints Policy

**Review cycle:** Annually

**Last Review Date:** July 2020

**Next Review Date:** July 2021

**Staff responsible:** Mr S Robinson

**Governor responsible:** Lady Harding

THIS POLICY IS APPLICABLE TO ALL PUPILS, INCLUDING THOSE IN THE EYFS



## 9.8 COMPLAINTS POLICY AND PROCEDURE

### **Introduction**

The School has long prided itself on the quality of the teaching and pastoral care provided to its pupils. However, if parents do have a complaint, they can expect it to be treated by the School in accordance with this Procedure. This procedure is used for all pupils in the School, including those in the EYFS.

This policy is available for parents to access via the school website and in the parent handbooks.

The term 'normally' used in the timescales of the procedure below allows for some flexibility during the holiday periods. Deviation from the 'normal' time frame would be in exceptional circumstances only during term time.

### **Stage 1 – Informal Resolution**

It is hoped that most complaints and concerns will be resolved quickly and **informally**.

If parents have a complaint they should contact their son's Form Teacher. Early communication of concerns is often the key and in many cases, the matter will normally be resolved straightaway by this means to the parents' satisfaction. If the Form Teacher cannot resolve the matter alone, it may be necessary for him/her to consult with the Head of Pre-Prep, Head of Juniors, Senior Teacher (Years 5 & 6), Deputy Head Pastoral (Year 7 & 8) or in some circumstances directly to the Headmaster.

Complaints made directly to a Head of Department/Deputy Head will usually be referred to the relevant Form Teacher unless the Head of Department/Deputy Head deems it appropriate for him/her to deal with the matter personally. The Headmaster would be the next contact point.

A complaint about the Headmaster should be made to the Chairman of Governors, Lady A Harding, in the first instance, who will attempt to resolve it directly with the parent. Lady Harding's contact details are available from the school office.

On receipt of a complaint, the Form Teacher will make a written record of all concerns and complaints and the date on which they were received in the pupil section of isams. Should the matter not be resolved within five working days or in the event that the Form Teacher and the parent fail to reach a satisfactory resolution then parents will be advised to proceed with their complaint in accordance with stage 2 of this Procedure.

### **Stage 2 – Formal Resolution**

If the complaint cannot be resolved on an informal basis, then the parents should put their complaint in writing to the Headmaster. The Headmaster will decide, normally within five working days and definitely within ten working days the appropriate course of action to take.



In most cases, the Headmaster will meet or speak to the parents concerned, within five working days of receiving the complaint, to discuss the matter. If possible, a resolution will be reached at this stage.

It may be necessary for the Headmaster to carry out further investigations. The Headmaster will keep written records of all meetings and interviews held in relation to the complaint. Once the Head is satisfied that, so far as is practicable, all of the relevant facts have been established, a decision will be made and parents will be informed of this decision in writing. The Headmaster will also give reasons for his decision. If parents remain dissatisfied with the decision, they should proceed to Stage 3 of this Procedure.

Complaints regarding EYFS pupils which are not resolved by stages 1 or 2 may be made to Ofsted and /or ISI- The Independent Schools' Inspectorate.

Contact details:

Ofsted:

Piccadilly Gate, Store Street, Manchester, M1 2WD

8am-8pm Monday to Friday. Phone 0300 123 1234, or email [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)

Or you can fill in an online complaints form at

<http://live.ofsted.gov.uk/onlinecomplaints>

Ofsted regulations require that EYFS complainants will be notified of the outcome of an investigation within 28 days of the school having received the complaint. We will try to resolve issues more quickly in accordance with the policy outlined above.

The school will provide Ofsted and ISI, on request, with a written record of all complaints made during any specified period and the action that was taken as a result of each complaint.

ISI

CAP House, 9-12 Long Lane, London EC1A 9HA

Telephone: 0207 600 0100

### **Stage 3 – Panel Hearing**

If parents seek to invoke Stage 3 (following a failure to reach an earlier resolution), they will be referred to the Chair of Governors, Lady A. Harding, who has been appointed by the Governors to call hearings of the Complaints Panel.

The matter will then be referred to the Complaints Panel for consideration. The Panel will consist of at least three persons not directly involved in the matters detailed in the complaint, one of whom shall be independent of the management and running of the School. Each of the Panel members shall be appointed by the Board of Governors. The Chair of Governors, on behalf of the Panel, will then acknowledge the complaint and schedule a hearing to take place as soon as practicable and normally within twenty-one days.

If the Panel deems it necessary, it may require that further particulars of the complaint or any related matter be supplied in advance of the hearing. Copies of such particulars shall be supplied to all parties no later than five working days prior to the hearing.



The parents may be accompanied to the hearing by one other person. This may be a relative, teacher or friend. Legal representation is unlikely to be necessary but may be used. If possible, the Panel will resolve the parent's complaint immediately without the need for further investigation.

Where further investigation is required, the Panel will decide how it should be carried out. After due consideration of all facts they consider relevant, the Panel will reach a decision and may make recommendations, which it shall complete within five working days of the Hearing. The Panel will write to the parents informing them of its decision and the reasons for it. (The decision of the Panel will be final). The Panel's findings and, if any, recommendations will be sent in writing to the parents and, where relevant, the person about whom the complaint is made. The findings and recommendations will be available for inspection on the school premises by the Headmaster and the Governors. Once the complaint has been resolved it needs to be signed and dated and copies sent to all relevant parties.

A written record will be kept of all complaints that are made formally in writing: whether they are resolved following a formal procedure or proceed to a panel hearing; including a written record of the action taken by the school as a result of those complaints. These records will be kept for at least three years. In the previous school year (2019-20) 0 formal complaints were received.

Parents can be assured that all concerns and complaints will be treated seriously and confidentially. Correspondence, statements and records will be kept confidential except insofar as is required of the school where the Secretary of State or a body conducting an inspection under section 108 or 109 of the 2008 Act requests access to them.

M.S.Robinson- Headmaster July 2020