



Complaints Procedure - Whole School Policy including EYFS

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.

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 normally contact their son's Form Teacher. In many cases, the matter will 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 or her to consult with a Head of Department, the Section Head or the Deputy Head.
- Complaints made directly to a Head of Department, Section Head or the Deputy Head will usually be referred to the relevant Form Teacher unless the Head of Department, Section Head or the Deputy Head deems it appropriate for him/her to deal with the matter personally.
- The Form Teacher, Head of Department, Section Head or Deputy Head (as appropriate) will normally make a written record of all concerns and complaints and the date on which they were received. Should the complaint not be resolved informally to the parents' satisfaction within 10 working days, then the parents may 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, the parents should put their complaint in writing to the Head. The Head will decide, after considering the complaint, the appropriate course of action to take.
- In most cases, the Head will meet or speak to the parents concerned, normally within 10 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 Head to carry out further investigations.
- The Head 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, he will normally make a decision within 7 working days thereafter and will inform the parents forthwith in writing of his decision (and the reasons for same).
- If parents are still not satisfied with the decision, they may proceed to Stage 3 of this Procedure.



Stage 3 – Panel Hearing

- If parents seek to invoke Stage 3 (following an unsatisfactory resolution at stage 2), they must set out their complaint in writing and send same to the Chairman of Governors within 10 working days of receipt of the Head's decision. The Chairman of Governors will normally acknowledge the complaint in writing within 7 working days of its receipt and will arrange for a hearing to take place before the Complaints Panel. If the Chairman of Governors is absent for any reason, this responsibility will be assumed by the Deputy Chairman (as will be the further responsibilities of the Chairman referred to below in the event of the Chairman's continued absence).
- 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 Chairman of Governors. The hearing before the Complaints Panel will take place as soon as practicable (if possible, within a period of 30 days of the Chairman of Governors acknowledging the complaint) at a place and at a time to be notified in writing by the Chairman of Governors to the parents and to the other relevant parties.
- If the Panel deems it necessary, it may require that further particulars of the complaint or any related matter be supplied to it in writing in advance of the hearing. Copies of such particulars shall be supplied to all relevant parties not later than 3 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 will not normally be permitted). If required to attend, the person subject to the complaint may also be accompanied to the hearing by one other person. This may be a relative or a work colleague (legal representation will not normally be permitted). The parents will be permitted to address the Panel. The person accompanying the parents will be entitled to address the Panel and to confer with the parents during the hearing (but will not be permitted to answer questions on behalf of the parents). The Panel will determine entirely at its discretion how the hearing will be conducted and who may be called as witnesses. The parents will be given reasonable opportunity to ask questions of such witnesses and in turn, the Panel may ask its own questions of such witnesses, including the parents themselves.
- If possible, the Panel will deal with the parents' complaint without the need for further investigation. Where further investigation is required, the Panel will decide how it should be carried out and the timescale involved.
- After due consideration of all facts it considers relevant (including the results of any such further investigations), the Panel will reach a decision and may, if appropriate, make recommendations. The Panel's decision and, if any, recommendations will be sent in writing to the parents, the Head, the Chairman of Governors and, where relevant, the person(s) who are subject of complaint within 10 working days of the hearing. The Panel's decision shall be final and binding.



The School has boys from the age of 3-13 this therefore includes the Early Years Foundation Stage (EYFS). Any complaint regarding the fulfilment of the EYFS requirements are investigated following the procedures above and the complainant will be notified of the outcome of the investigation within 28 days.

A confidential record of complaints is kept for at least three years. Any action taken by the school as a result of a complaint is recorded whether it was upheld or not. They remain confidential except where the Secretary of State or a body conducting an inspection under section 109 of the 2008 Act requests access to them. There were no complaints in the academic year 2017/18

Parents can be assured that all concerns and complaints will be treated seriously and confidentially. Correspondence, statements and records will be kept confidential except in so far as is required of the School by paragraph 6(2)(j) of the Education (Independent Schools Standards) Regulations 2003; where disclosure is required in the course of the School's inspection, or where any other legal obligation prevails.

If Parents need to contact the Independent School Inspectorate (ISI) their details are as follows

Independent Schools Inspectorate

CAP House

9 - 12 Long Lane

London

EC1A 9HA

Telephone 020 7600 0100

Website <http://www.isi.net/Contact.aspx>

Ofsted

Piccadilly Gate

Store Street

Manchester

M1 2WD

Telephone **0300 123 1231**

<http://www.ofsted.gov.uk/>