



Parental Complaints Procedure Policy (including EYFS)

This policy is available to parents on the school website and on request from the school office.

Introduction

The school prides itself on the quality of the teaching and pastoral care provided for its pupils. However, if parents do have a complaint, they can expect it to be treated by the school in accordance with this procedure (If at any stage parents wish to withdraw the complaint, this should be done in writing).

The school has an overt 'open door' policy and parents are welcome to approach the Head at any time to prevent concerns becoming an incident that necessitates a complaint.

Stage 1: Informal Resolution

- It is hoped that most concerns and complaints will be resolved quickly and informally.
- If parents have a complaint they should normally contact their son/daughter's class teacher. In many cases, the matter will be resolved straightaway, to the parents' satisfaction by this means. If the class teacher cannot resolve the matter alone, it may be necessary for the teacher to consult with others including the Head.
- Concerns or complaints made directly to the Head will usually be referred to the relevant class teacher unless the Head deems it appropriate for it to be dealt with personally.

The class teacher will make a written record of all concerns and complaints and the date on which they were received should the matter not be resolved within a few days. In the event that the class teacher and the parents fail to reach a satisfactory resolution then parents will be advised to speak directly to the Head whereupon it is hoped that the concern or complaint may be resolved quickly, usually within one week, and informally.

In the event that the Head and parents fail to reach a satisfactory resolution, parents may choose to proceed to a formal complaint (Stage 2)

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 Head, with a clear statement that they are making a formal complaint. The Head will provide a copy to the Proprietor and together they will decide, after considering the complaint, the appropriate course of action.
- 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, a decision will be made and parents will be informed of this decision in writing, usually within seven working days but as soon as practically possible. The Head will also give reasons for the decision.

Stage 3: Complaints Panel Hearing

1. If parents are not satisfied with the outcome of Stage 2, they may request that the matter be referred to a panel hearing of the complaint for consideration.
2. The Proprietor will appoint the Chairman of the Panel. The Panel will consist of at least three persons not directly involved in the matters detailed in the complaint, one of whom will be independent of the management and running of the school. The Panel members, other than the Chairman, will be appointed by the Chairman of the Panel in consultation with the Governing Body. The Chairman, on behalf of the Panel, will then acknowledge the complaint and schedule a hearing to take place as soon as practicable but usually within 21 working days. *Please note that whilst the rules of social distancing and self-isolation are in force with regards to the coronavirus, any hearing is expected to have to take place online.*
3. 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 not later than five working days prior to the hearing. Any other evidence submitted later than this by the persons bringing the complaint will not be admissible. Please note that during the coronavirus pandemic, whilst the rules of social distancing and self-isolation are in force and recognising the disruption that this may bring to postal services and receiving hard copies of evidence, all evidence must be supplied, not later than two working days prior to the hearing, electronically only to a specific email address that you will be informed of at the time.

4. The parents may be accompanied to the hearing by one other person. This may be a relative, teacher or friend. Legal representation is not normally appropriate.
5. If possible, the Panel will resolve the parents' complaint 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 make recommendations usually within one working week of the hearing. *Please note that during the coronavirus pandemic, investigation may need to take longer.*
6. The decision of the Panel will be final. The Panel's findings and, if any, recommendations will be sent in writing, or electronically, to the parents, the Proprietor, the Head and, where relevant, the person about whom the complaint has been made. *Please note that during the coronavirus pandemic, the findings and any recommendations will be sent electronically.*
7. The Panel's findings and recommendations will be available for inspection on the school premises by the Head and the Proprietor.
8. A written record will be kept of all complaints made under the formal procedure (ie of Stage 2 in writing), and whether they are resolved following a formal procedure or proceed to a Panel hearing; a written record is kept of the action taken by the school as a result of these complaints regardless of whether they are upheld.
9. Correspondence, statements and records relating to individual complaints are kept confidential except where the Secretary of State or a body conducting an inspection under Section 109 of the 2008 Act request to access them.
10. Timescale for resolution of complaints:

Unless additional time is jointly agreed between the school and the parents, the following timescale should be adhered to:

- Informal resolution: Usually one week
- Formal resolution: Usually seven working days
- Appointment of Complaints Panel and submission of information: Usually twenty-one working days
- Resolution by the Complaints Panel: Usually one working week
-

We ask for understanding that these timescales may need to be extended during the coronavirus pandemic.

Early Years Foundation Stage

A written complaint will be investigated and parents notified of the outcome within 28 days of receiving the complaint. A record of complaints will be kept and made available to Ofsted and the Independent Schools Inspectorate on request.

EYFS parents may take a complaint to Ofsted or ISI directly using the contact details below:

Ofsted
Piccadilly Gate
Store Street
Manchester M1 2WD

General Telephone 0300 123 1231

Independent Schools Inspectorate
CAP House
9 – 12 Long Lane
London EC1A 9HA

Telephone 020 7600 0100

Parents may ask the Head how many Stage 2 and Stage 3 complaints have been received during the last academic year.

Policy reviewed	September 2021
Reviewed by	Proprietor S. Khan
Date disseminated to staff	September 2021
Date for next review	September 2022