

COMPLAINTS PROCEDURE

This policy is applicable to all pupils, including those in EYFS.

Complaints Policy

The School welcomes suggestions and comments and takes seriously complaints and concerns that may arise. Many concerns that pupils and you have do not necessarily call for complaint, but should still be brought to the school's attention. Help can only be given about issues that are known. This policy is available to the parents of pupils and of prospective pupils (via the website and on request). It is applicable to all pupils in the school including those in the Early Years Foundation Stage (EYFS).

A complaint will be treated as an expression of genuine dissatisfaction, which needs a response. The school will endeavour to deal with complaints within a reasonable time and in a courteous and efficient way, and where appropriate, will take action. It is the school's policy that complaints from should not be mentioned to the child involved nor should they rebound in anyway on the child. Pupils themselves are not penalised for making a complaint in good faith.

Complaints Procedure – Informal Stage

Wherever possible it is best to raise an issue face to face with the person most closely concerned with the issue. Please make an appointment with the person concerned to allow for a suitable period of time to be available to discuss the issues fully. This normally results in the matter being resolved within two days and to your satisfaction.

You may ask for a meeting with a senior member of staff to raise your concern and again the matter will normally be resolved quickly to both parties' satisfaction. In this instance the time frame to manage the complaint will be two days and feedback will be verbal providing that a satisfactory outcome has been achieved.

Complaints Procedure – Formal Stage

If your complaint cannot be satisfactorily dealt with on an informal basis, you may make a complaint in writing and the school will:

- a. acknowledge your complaint in writing within five working days.
- b. inform you how the matter will be dealt with and how matters will proceed.
- c. carry out any necessary investigations.
- d. Send a letter to explain the conclusion to you, along with reasons for it and any action being taken or proposed.

Your complaint or concern will remain confidential and all information treated with respect. Knowledge of it will be limited to the Headmaster and those directly involved. The Chair of Governors may have to be informed.

We cannot rule out the possibility of the need to make third parties outside the school aware of the complaint and possibly the identities of those involved. This would only be likely to

be necessary where a child's safety is involved or an illegal act has occurred. You will be kept fully informed.

Whilst information relating to specific complaints will be kept confidentially on file, we may not be able to pursue anonymous complaints.

Action, which needs to be taken under staff disciplinary procedures as a result of complaints, will be handled confidentially within school.

A complaint of this nature should be managed within fourteen working days.

A written record of all complaints and their outcome will be kept by the school, indicating whether they are resolved at the informal, formal stage or if they have proceeded to a panel hearing

If You Are Not Satisfied With the Outcome

Complaints Procedure- Panel Hearing

We hope that you will feel satisfied with the outcome of the formal stage of this procedure and feel that your concerns have been taken seriously and your complaint dealt with to your satisfaction. However, if this is not the case you may, within five working days, ask for the matter to be referred to a panel of at least three people who have not been directly involved in the matters detailed in the complaint. In addition to the Governors who sit on this panel there will also be one more member who is independent of the management and running of the school. It is the panel's task to look at the issues in an impartial and confidential manner. The Chair of the panel will invite you to a meeting and you will be asked to present any papers you may have for circulation before the meeting. Should you wish to do so, you may be accompanied at this hearing. This panel will:

- a. Acknowledge your complaint in writing within five working days.
- b. Inform you how the matter will be dealt with and how matters will proceed.
- c. Carry out any necessary investigations.
- d. Send a letter to explain the findings and recommendations to you and, where appropriate, the person complained about, along with reasons for it and any action being taken or proposed. This will also be made available within school for inspection by the Headmaster and the Chairman of Governors.
- e. This process should be complete within 28 working days from acknowledging your complaint.
- f. OFSTED (for EYFS) and/or the Independent Schools Inspectorate (ISI) will, on request, be provided with a written record of all complaints made during a specific period and the action taken as a result of those complaints.

All correspondence, statements and records relating to individual complaints are to be kept confidential except where the Secretary of State or a body conducting an inspection under section 108 or 109 of the 2008 Act requests access to them.

If your concern has still not been satisfied you may wish to seek independent legal advice.

You may also contact:

- The **Department for Education** - (DfE) 0870 0012345
- **Ofsted** - (re: EYFS) Piccadilly Gate, Store Street, Manchester, M1 2WD (Tel. 0300 123 1231; Textphone. 0161 618 8524)
- **ISI** – Independent Schools Inspectorate, Ground Floor, CAP House, 9-12 Long Lane, London, EC1A 9HA (Tel. 020 7600 0100)

Records

A written record of all complaints will be made and this will indicate whether they are resolved following a formal procedure, or proceed to the panel hearing. Records will include action taken by the school as a result of these complaints (regardless of whether they are upheld).

In addition to the procedures above

- This policy is available to all staff and boarders
- Boarders and their parents and carers are informed how to contact ISI regarding boarding welfare and this information is displayed prominently around the school.
- Pupils are not penalised for making a complaint in good faith
- All written records of complaints are reviewed annually by both the Headmaster and the chairman of Governors.
- Complaints are resolved either to the complainant's satisfaction, or with an otherwise appropriate outcome which balances the rights and duties of pupils.
- ISI can also be contacted 020 7600 0100 The address is: Independent Schools Inspectorate, Ground Floor, CAP House, 9-12 Long Lane, London, EC1A 9HA (Tel. 020 7600 0100)

The number of complaints received during the 2017/18 year was: 3

Reviewed: July 2018

Review Date: July 2019 (Headmaster & SLT)