



Grange Park Prep School

Complaints Policy

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This policy applies to all parents of pupils currently attending GPPS, including those parents of children who are in the EYFS.

INTRODUCTION

- These procedures have been produced in conjunction with the 'Policy for handling Complaints in Schools' and are designed to provide clear guidelines to parents and guardians about making a complaint.
- It is for use by parents of pupils at the school and covers the informal and formal stages of the complaints process.
- All staff need to be aware of the procedures for dealing with complaints.
- A diagrammatic overview of the complaints process can be found in 'Appendix A' at the end of this document.

TIMETABLES FOR MAKING A COMPLAINT

As stated above these procedures are for the use of parents or guardians of pupils at the school.

COMPLAINTS STAGES – INFORMAL STAGE

- Prior to the formal stage of a complaint / concern it may be appropriate for a complaint (or 'concern') to be managed at an informal stage.
- Parents should be provided with an opportunity to meet with the Teacher concerned at school.
- The Teacher / Responsible Person should record the details of the complaint/concern on the school's parent interview form together with details of any investigation as soon as possible.
- The Teacher / Responsible Person needs to acknowledge the complaint / concern in writing or by phone unless it is possible to do so in person eg. if the initial concern is raised in discussion. Enclosure of a copy of the school's guidance on the Complaints Procedure may be included if it is felt the situation warrants it.
- A meeting should be arranged with the parent (if not already done so at the initial contact) and where appropriate the pupil, to discuss the complaint and outcomes the parent would like to see as a result of the meeting.
- An investigation by the Responsible Person or the Teacher dealing with the complaint / concern at the informal stage may be necessary.
- The School will respond to the 'complainant' detailing any outcome of the meeting ideally within 5 days or as soon as practically possible during the holiday period.
- If progress relative to the circumstances or the parent's expectations is unsatisfactory they should contact the form tutor / subject tutor again, if possible, to consider other action, however if the circumstances require they may contact the Deputy Head or go directly to the Headteacher.
- Ultimately if unresolved details of how to progress the complaint to the formal stage of the complaints procedure will need to be provided to the complainant. If the complainant wishes to take their complaint further they must notify the Headteacher / Responsible Person within one month of receiving the letter.

FORMAL STAGE – STAGE TWO –HEADTEACHER

- Complaints must be made in writing to the Headteacher.
- If, having been through the informal stage of the procedure the complainant is not satisfied with the outcome, there must be an opportunity to progress to the formal stage of the procedure.
- The first stage of the formal process is for the complaint to be investigated and responded to by the Headteacher of the school or her deputy.

- **If the complaint is about the Headteacher then the Stage Three procedures are carried out.**
- The Headteacher acknowledges the complaint and if necessary sets up a meeting with the complainant to discuss the matter further.
- It may be necessary at this stage for statements to be taken from the pupil(s) involved and any witnesses. The pupil would normally be interviewed with a parent present. If this is not possible then a member of staff who is not directly involved with the complaint can accompany the pupil.
- The Headteacher needs to keep written records of meetings, telephone conversations and other documentation relevant to the matter.
- Following the investigation by the Headteacher a response should be sent to the complainant in writing within 10 school days of the complaint being received by the school, or within 4 weeks if any part of the 10 day period falls within a school holiday.
- Details of how to progress the complaint to Stage two should be included in the response to the complainant.

FORMAL STAGES – STAGE THREE – PANEL HEARING

- The Panel will consist of two Governors who have had no involvement with matters related to the complaint and a member who is independent of the management and running of the school.
- The complainant / person attending any meeting may be accompanied if they wish.
- The final stage of the complaint's procedure is for the complainant to submit their complaint in writing to a Panel of Governors if the complainant remains unhappy with the outcome of the previous stage.
- The Responsible Person or the Clerk to the Governing Body will acknowledge the complaint and arrange for a Panel of Governors to convene. This panel must consist of at least three people: The Chair, 1 other Governor and another person not involved with the circumstances of the complaint, and independent of the management and running of the school.
- A meeting of the Governors' Panel will be arranged by the Responsible Person or the Clerk to the Governing Body within 4 school weeks of the complaint being submitted. Where this period falls within school holidays the meeting should be arranged as soon as possible and the complainant notified of the reason for any delay.
- The Chair of the Panel will write and inform all concerned of the date, time and place of the meeting. The notification to the complainant should also inform them of the right to be accompanied to the meeting by a friend.
- The Chair of the Panel should consider whether additional witnesses need to be called or whether further investigations need to be undertaken. Only the Chair can call witnesses.
- The Clerk to the Governing Body or other suitable person should attend the panel to record the proceedings and the panel's decision.
- After the meeting, the Panel will consider the evidence and a written decision will be sent to the complainant and, where relevant, the person complained about, within 10 school days of the meeting or within 4 weeks if any part of the 10 day period falls within a school holiday.
- A copy of the decision should also be made available to the complainant, the Headteacher and where relevant the person complained about and the Chair of Governors.
- The decision of the panel is final.

EYFS

- Written complaints about the fulfilment of the EYFS requirements must be investigated and the complainant notified of the outcome of the investigation within 28 days. The record of this complaint must be made available to Ofsted and ISI on Request.

<https://contact.ofsted.gov.uk/onlinecomplaints>
<mailto:concerns@isi.net>

SHARING OF INFORMATION AND DESTRUCTION OF FILES

- A written record will be kept of all complaints, and whether they are resolved at the formal stage or proceeded to a panel hearing.
- Throughout the process of investigating complaints it may be necessary for information relating to a parent's complaint to be shared within the school environment with teachers, Headteacher and Governors. Contact details of the Chair of Governors will be available on request from the school
- All records relating to the individual complaints will be kept confidential except where the Secretary of State or a body conducting an inspection under section 108 of the 2009 Act, as amended, requests access to them.
- The school needs to be mindful of confidentiality rules and the Data Protection Act 1998 when handling complaints and discussing issues relating to the complaint.
- The school keeps any personal information relating to a complaint in a secure manner for a period of 6 years.
- Correspondence statements and records relating to individual complaints will be kept confidential, except the Secretary of State or ISI request access to them (2008 Act)
- A copy of any panel findings and recommendations will be available for inspection on the school premises by the Governors and Headteacher. The written record of complaints will indicate the action taken by the school as a result of those complaints (regardless of whether they are upheld).

The number of complaints registered under the formal procedure in the year 2016-2017:1 (This complaint received but no further action as matter resolved).

Complaint form

Please complete and return to(complaints co-ordinator)
who will acknowledge receipt and explain what action will be taken.

Your name:

Pupil's name:

Your relationship to the pupil:

Address:

Postcode:

Day time telephone number:

Evening telephone number:

Please give details of your complaint.

**What action, if any, have you already taken to try and resolve your complaint.
(Who did you speak to and what was the response)?**

What actions do you feel might resolve the problem at this stage?

Are you attaching any paperwork? If so, please give details.

Signature:

Date:

Official use

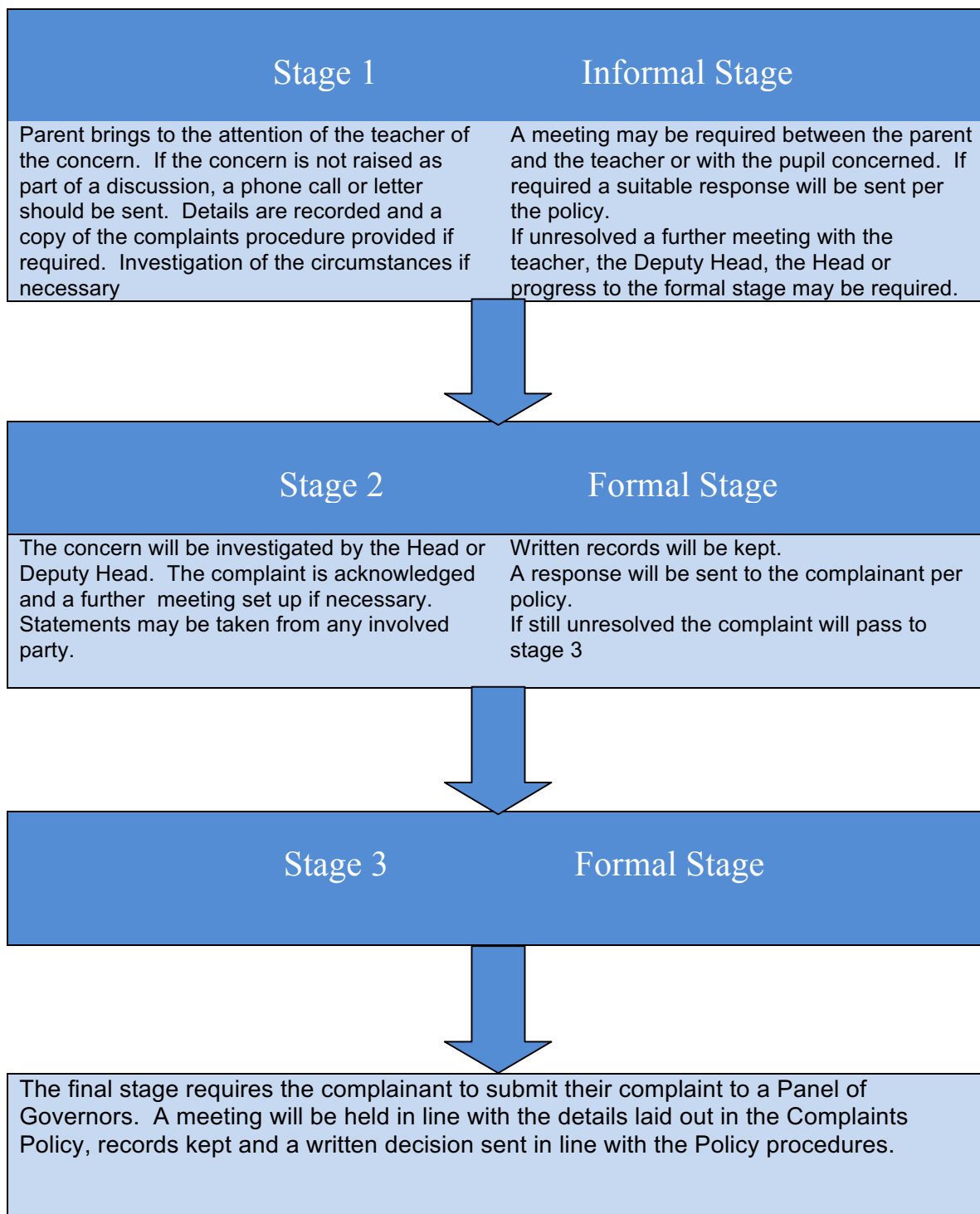
Date acknowledgement sent:

By who:

Complaint referred to:

Date:

Complaints Procedure – Appendix A



The Complaints Policy as presented will take precedence over this diagrammatic overview for interpretation.