

# PRENTON PREPARATORY SCHOOL

## COMPLAINTS 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.

### 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/daughter'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/her to consult the Headteacher.
- Complaints made directly to the Headteacher will usually be referred to the relevant Form Teacher unless the Head deems it appropriate for them to deal with the matter personally.
- The Form 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 14 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 Headteacher. The Headteacher will reply in writing within 14 days and will decide, after considering the complaint, the appropriate course of action to take.
- In most cases, the Headteacher will speak to the parents concerned, normally within three 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 Headteacher 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, a decision will be made and parents will be informed of this decision in writing. The Headteacher will also give reasons for their decision. The School will endeavour to ensure that all complainants are notified of the outcome of their complaint within 28 days of the complaint.
- If parents are still not satisfied with the decision, they should proceed to Stage 3 of this Procedure.

### 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 School Secretary who has been appointed by the Proprietor to call hearings of the Complaints Panel.
- The matter will then be referred to the Complaints Panel for consideration. The Panel will consist of three people, not directly involved in the complaint and one of whom shall be independent of the management and running of the school. Each of the Panel members shall be appointed by the proprietors. The Panel, will then acknowledge the complaint and schedule a hearing to take place as soon as practicable and normally within 20 working 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 not later than three working days prior to the hearing.

SP.Complaints

- The parents have the right to contact ISI with their complaint as detailed below:

<p>ISI</p> <p>Independent Schools Inspectorate CAP House 9 - 12 Long Lane London EC1A 9HA</p> <p>Telephone 020 7600 0100</p>
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- The parents may be accompanied to the hearing by one other person. This may be a relative, teacher or friend.
- If possible, the Panel will resolve the parents' 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 14 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, the Head, and, where relevant, the person complained of.
- Once this stage has been reached the panel hearing will go ahead even if the parent subsequently decides not to attend.

**Complaints in the EYFS**

- Complaints in the EYFS will be addressed in the same way as throughout the rest of the school. However all complainants in the EYFS will be notified of the outcome of any investigation within 28 days of receipt of the complaint and the record of complaint will also be made available to Ofsted as well as ISI on request.
- EYFS parents have the right to contact Ofsted or ISI with their complaint as detailed below:

<p>Ofsted</p> <p>Ofsted Piccadilly Gate Store Street Manchester M1 2WD</p> <p>Telephone 0300 123 1231</p>
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<p>ISI</p> <p>Independent Schools Inspectorate CAP House 9 - 12 Long Lane London EC1A 9HA</p> <p>Telephone 020 7600 0100</p>
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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 School Standards) Regulations 2003; where disclosure is required in the course of the school's inspection; or where any other legal obligation prevails.

School will record the outcomes of all complaints which reach the formal stage as required together with any actions taken as a result of the complaint, whether it is upheld or not.

A record of all complaints and actions is kept on file for three years.

The number of complaints made in the last academic year is made available to parents by request to the school office.

School will provide ISI (and Ofsted in the EYFS) details of any complaints and their outcome should it be requested.

Last reviewed:

September 2019

Date of next review:

September 2020

Member of staff responsible for review

M. T. R. Jones

