

## COMPLAINTS PROCEDURE: The Whole School Policy including EYFS

Hall Grove 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 Head of Year, Head of Section, the Deputy Head or the Headmaster.
- Complaints made directly to the Head of Year, Head of Section, the Deputy Head or the Headmaster will usually be referred to the relevant Form Teacher unless the Headmaster deems it appropriate for him/her 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 seven days or in the event that the Form Teacher and the parents **fail to reach a satisfactory resolution then the 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 Headmaster. The Headmaster will decide, after considering the complaint, the appropriate course of action to take.
- In most cases, the Headmaster will meet the parents concerned, **within fifteen school 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 Headmaster to carry out further investigations.
- The Headmaster will **keep written records** of all meetings and interviews held in relation to the complaint.
- Once the Headmaster 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 Headmaster will also give reasons for his decision.
- 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 Dr John Cook, who has been appointed by the Headmaster to call hearings of the Complaints Panel.
- 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 Headmaster.** Dr Cook, on behalf of the Panel, will then acknowledge the complaint and schedule a hearing to take place as soon as practicable and normally **within twenty school working days**.
- If the Panel deems it necessary, it may require that further particulars of the complaint or any relevant matter be supplied in advance of the hearing. Copies of such particulars shall be supplied to all parties not later than three 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 appropriate.
- 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 the facts they consider relevant, the Panel will reach a decision and may make recommendations, which it shall complete **within three school days of the hearing. The Panel will write to the parents informing them of its decision and the reasons for it. The Panel's**

**findings and, if any, recommendations will be sent in writing to the parents, the Headmaster and, where relevant, the person about whom a complaint has been lodged.**

- In the case of the complaint arising from a issue within the EYFS, the school will notify complainants of the outcome of an investigation within 28 days of having received the complaint.

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 DCSF Standard 7(k) of the Education (Independent Schools Standards) Regulations 2010; where disclosure is required in the course of the School's inspection; or where any other legal obligation prevails.

A record of complaints is kept for at least three years.

If registered, the school will provide Ofsted and ISI with a written record of complaints made each year and will detail the action which was taken as a result of any complaint.

Parents can make a complaint to Ofsted and/or ISI should they so wish. Contact details for ISI and Ofsted are as follows:

**Independent Schools Inspectorate**

CAP House, 9 - 12 Long Lane, London, EC1A 9HA

Telephone 020 7600 0100

**Ofsted**

Royal Exchange Buildings, St Ann's Square, Manchester, M2 7LA

Telephone 0300 123 4666

**One formal complaint has been registered under the formal procedure during the preceding school year.**