

33A



EDGEBOROUGH SCHOOL

## 33a Edgeborough Complaints Procedure

This procedure also applies to parents of EYFS pupils and Boarders and is available for parents of pupils who have left the school if a procedure had begun before the pupil left the school

**UPDATE LOG**

<b>DATE</b>	<b>CHANGE</b>	<b>By Whom</b>
27.01.18	ELT policy review day – complete overhaul and update	CH
14.03.18	Review ahead of governors' meeting	DJWT
09.05.18	Updated complaint log	DJWT
23.09.18	Read through	DJWT
15.10.18	Updated reference from 2002 Act to section 109 of 2008 Act	DJWT
11.01.19	Annual review	DJWT

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## **MAIN POINTS**

The Complaints Procedure may be downloaded from the website or is available in hard copy form from the School office.

Records of complaint will be kept for at least 3 years. (For details of these see end of policy)

Parents, including those parents of children in the EYFS setting, may make a complaint to Ofsted and / or ISI if they believe the school is not meeting requirements. All written complaints about the fulfilment of the EYFS requirements will be investigated and the complainant notified of the outcome of the investigation within 28 days.

The School Boarding Policy outlines arrangements with reference to Standard 18 of the National Minimum Standards for Boarding Schools

Contact details are given below.

## **INTRODUCTION**

The School prides 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 the following procedure.

The aim of this policy is to ensure that a complaint is managed sympathetically, efficiently and at the appropriate level, and resolved as soon as possible. It is always our intention to ensure that we safeguard and promote pupil and family welfare. We hope to resolve every concern in a constructive way and we endeavour to review our systems and procedures to ensure best practice with positive outcomes.

## **MANAGEMENT OF COMPLAINTS**

### **Before using the Official Complaints Procedure.....**

- If parents have a complaint they should normally contact their child's class teacher. It is hoped that most complaints and concerns will be resolved quickly and informally through agreed actions. If the class teacher cannot resolve the matter alone, it may be necessary for him/her to consult others, such as a Head of Department, a Deputy Head, The Business Manager or the Headmaster.
- Complaints made directly to a Head of Department, Deputy Head, or the Headmaster will usually be referred to the relevant class teacher unless the Head of Department, the Deputy Head or the Head deems it appropriate for him/her to deal with the matter 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 ten school working days, or in the event that the class teacher and the parent fail to reach a satisfactory resolution then parents will be advised to proceed with their complaint in accordance with stage 1 of the official complaints procedure.

### **STAGE 1 – 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 or speak to the parents concerned, normally within 5 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 or other Senior Staff Members 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 2 of this Procedure.

### **STAGE 2 – RESOLUTION BY CHAIRMAN OF GOVERNORS**

- If the complaint cannot be resolved by the Headmaster, then the parents should put their complaint in writing to the Chair of Governors addressed to the School.

Private and Confidential, Chair of Governors, Edgeborough, Frensham Surrey, GU10 3AH

In most cases the Chair of Governors will meet or speak with both parents concerned and the Head within eight school working days and once, as far as is practical, all the relevant facts have been considered, will make a decision which the parents will be informed about in writing. The Chair will also give reasons for their 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 a governor who has been appointed by the Governors 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. This person should have sufficient professional training to take on such a significant role and ideally will have experience of mediation. Each of the Panel members shall be appointed by the Governors who will then acknowledge the complaint and schedule a hearing to take place as soon as practicable and normally within fifteen school 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 5 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 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 school working days of the Hearing. The Panel will write to the parents informing them of its decision and the reasons for it. i) Sent by email or otherwise given to the complainant and, where relevant, the person complained about; and ii) available for inspection on the school premises by the Headmaster.

The decision of the Panel will be final.

The conclusion of Stage 3 marks the end of the School's Complaints Procedure.

The Panel's findings and, if any, recommendations will be sent in writing to the parents, the Headmaster, the Governors and, where relevant, the person the complaint is directed at.

A written record of each formal complaint will state whether the resolution was at the preliminary stage or proceeded to a panel hearing. The action taken by the school as a result of a formal complaint will be recorded, regardless of whether the complaint is upheld.

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 109 of the 2008 Act requests access to them.

**(Working Days are defined as Term time + 1 week)**

## **CONTACTING EDUCATION AUTHORITIES**

COPIES OF COMPLAINTS MAY BE SENT TO

The Independent Schools' Inspectorate (ISI) or

OFSTED and the DFE - OR to ALL

Independent Schools Inspectorate:

CAP House 9 - 12 Long Lane London EC1A 9HA

Telephone 020 7600 0100 Fax 020 7776 8849

[info@isi.net](mailto:info@isi.net)

Ofsted:

Piccadilly Gate, Store Street, Manchester M1 2WD

General helpline 0300 123 1231; text phone number 0161 618 8524

[enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)

Copies of complaints sent to either of these bodies will be kept on file for three years.

NB: Complaints about boarding should not be sent to Ofsted.

As of 05/18 there have been 3 complaints at Edgeborough School copied to Governors in the last three years.

Reviewed: CH January 2018

Review date: January 2019