



CHINTHURST SCHOOL
TRADITIONAL VALUES | MODERN TEACHING

Chinthurst Preparatory School

Complaints Policy and Procedure

This policy fully incorporates the recommendations of 'Keeping Children Safe in Education' as published by the Department for Education – September 2016

Reviewed by TB/SN/WB - September 2016

Next review date – September 2017

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ISI can be contacted on www.isi.net/contact/contact.htm telephone: 0207 776 8849.

OFSTED can be contacted on www.ofsted.gov.uk/contact-us telephone: 0300 123 4666.

1.1 – Introduction

1.1.1 - Chinthurst School prides itself on the quality of teaching and pastoral care provided to its pupils, and the relationships stake-holders build with one another within the school community. However, in the event that a stake-holder raises a complaint of any kind, they can expect it to be treated by the School in accordance with the procedure outlined below. This policy and procedure applies to all parents and children within the school, including those in EYFS.

1.1.2 - Chinthurst School makes its complaints procedure available to all parents on the school's website, and in the school office during the school day. Chinthurst School will ensure that parents of current pupils, and of prospective pupils who request it, are made aware that this document is published or available and the form in which it is published or available.

1.2 – What constitutes a complaint?

1.2.1 - A complaint is an expression of dissatisfaction with a real or perceived problem. It may be made about the school as a whole, about a specific department or about an individual member of staff. A complaint is likely to arise if a parent believes that the school has done something wrong, failed to do something that it should have done or acted unfairly.

1.2.2 - Parents can be assured that all concerns and complaints will be treated seriously and confidentially. The school is here for your child and you can be assured that your child will not be penalised for a complaint that you raise in good faith.

1.2.3 - The School and our Early Years Department believes that children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We welcome suggestions on how to improve our School and the Early Years Department and will give prompt and serious attention to any concerns about the running of the School and the EYFS. We anticipate that most concerns will be resolved quickly by an informal approach to the appropriate member of staff. If this does not achieve the outcome, we have a set of procedures dealing with concerns which become formal complaints.

1.3 – Formal complaints procedure

1.3.1 - Chinthurst School commits to paying careful attention to each concern raised by its stakeholders. Set out below is a three-stage process for the handling of complaints to be strictly followed by parents and members of staff.

Stage 1 – Informal Resolution

1.3.2 - It is hoped that most complaints and concerns will be resolved quickly and informally.

1.3.3 - If parents have a complaint they should normally contact their child'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 Headmaster. All complaints, however quick the resolution, should be logged, as 1.3.5.

1.3.4 - Complaints made directly to the Headmaster will usually be referred to the relevant Form Teacher unless the Headmaster deems it appropriate for him to deal with the matter personally.

1.3.5 - 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 7 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

1.3.6 - 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.

1.3.7 - In most cases, the Headmaster will meet the parents concerned, normally within 7 working days of receiving the complaint, to discuss the matter. If possible, a resolution will be reached at this stage.

1.3.8 - It may be necessary for the Headmaster to carry out further investigation.

1.3.9 - The Headmaster will keep written records of all meetings and interviews held in relation to the complaint.

1.3.10 - Once the Headmaster is satisfied that, so far as is practicable, all the relevant facts have been established, a decision will be made and parents will be informed of this decision in writing within 14 days. The Headmaster will also give reasons for his decision.

1.3.11 - If the complaint is against the Head, the Chair of Governors will call for a full report from the Headmaster and for all the relevant documents. The Chair may also call for a briefing from members of staff and will in most cases, speak to or meet with the parents to discuss the matter further. Once the Chair is satisfied that, so far as is practicable, all the

relevant facts have been established, the parents will be informed of the decision in writing within 14 days. The Chair will give reasons for his/her decision.

1.3.12 - If parents are still not satisfied with the decision, they should proceed to Stage 3 of this procedure, requesting a panel hearing.



Stage 3 – Panel Hearing

1.3.13 - If parents seek to invoke Stage 3 (following a failure to reach an earlier resolution), they will be referred to the Chairman of Governors, who has been appointed by the Governors to call hearings of the Complaints Panel.

1.3.14 - The matter will then be referred to the Complaints Panel for consideration, which should be formed within 7 working days. Two members of the Panel should be Governors unrelated to the complaint and the third should be someone unrelated to the complaint who is independent of the management and running of the school. The Chairman of Governors, on behalf of the panel, will then acknowledge the complaint and schedule a hearing to take place as soon as practicable, normally within 14 working days of the formation of the Complaints Panel.

1.3.15 - 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 7 working days prior to the hearing.

1.3.16 - The parents may be accompanied to the hearing by one other person. Should legal representation be required by one party then the other party reserves the right to procure such representation.

1.3.17 - If possible, the Panel will resolve the parents' complaint immediately without the need for further investigation.

1.3.18 - 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 Headmaster, the Governors and, where relevant, the person complained of. A copy of these findings will be available for inspection on the school premises.

1.3.19 – In the EYFS setting, within the procedure above, any written complaint about the fulfilment of EYFS requirements will be investigated and the complainant notified of the outcome within 28 days.

1.3.20 - Should a parent deem the school not to be meeting the EYFS requirements the ISI can be contacted on 0207 776 8849. A record of such complaints will be made available to the ISI upon request.

1.4 – Complaint record keeping

1.4.1 - Correspondence, statements and records will be kept confidential except in so far as is required of the school by the Secretary of State or a body conducting an inspection under section 108 or 109 of the 2008 Act requests access to them.

1.4.2 - A written record will be kept of all formal complaints and of whether they are resolved at the, formal or panel hearing stage. These are kept in a secure safe within the Headmaster's office. For parents with children in the Early Years Foundation Stage (EYFS) the record of complaints is kept for at least three years. Such records will indicate the actions taken by the school as a result of these complaints, regardless of whether they were upheld.

1.5 – Previous complaints received

1.5.1 - During the academic year spanning September 2014-September 2015 no formal complaints were received.