

Parental Complaints Policy

[Next update – September 2018]

Parental Complaints Policy

The School complies fully with the statutory requirements of the Education Act 2002 and the Education (Independent Schools) (England) requirements 2010; with due regard to the requirements, this policy should be taken as consistent with and complementary to the School's Child Protection and Safeguarding Policy.

A copy of this Complaints Policy is available from the school office upon request.

The timescales set out below relate to term times only. References to "working days" mean Monday to Friday, when the School is open during term time. The dates of terms are published on the School's website. If a complaint is received during the School holidays, we will address the matter as soon as is reasonably practicable.

In the first instance, parents / guardians are invited to contact the School office to speak to the Principal on an informal basis or make an appointment for a time that is more convenient.

In the majority of cases, concerns can be addressed immediately and steps are taken on the day that the problem is brought to our attention, and most certainly within three working days.

If the matter of concern cannot be resolved informally, a more formal written approach may be taken. Letters or emails will be acknowledged within two working days of receipt. The School will then arrange an internal investigation, the outcome of which will be reported to the Principal. Parents will be informed of the outcome of any investigation and our proposed resolution within 14 working days from the date of receipt of the complaint.

If a satisfactory response is still not received, the Principal will arrange a 'panel hearing' within seven working days of the notification date. The complainant may attend such a hearing and be accompanied by another person. The hearing will consist of a panel of at least three people who are not involved with the matters dealt with in the complaint. One person will also be independent of the management and running of the school. The panel will make clear its decision and will notify the Principal, the complainant and any person about whom the complaint was made of its decision orally at the hearing and subsequently in written form.

The decisions, findings and any recommendations will be made available for inspection on the school premises. Reasons for the decision will be given. The decision may include recommendations and will be sent to parents involved, the Principal and any person about whom the complaint has been made.

A written record will be kept regarding all complaints that will indicate whether the concern was resolved at the preliminary stage, the formal written stage, or whether it was put before the panel. The number of complaints registered under the formal procedure during the preceding school year will be supplied to parents on request.

All aspects, that is, records, notes, letters and discussions, of the complaint will remain confidential, except to the extent required by paragraph 7 (k) of the Schedule to the Education (Independent School Standards) (England) Regulations 2003, that is where access is

requested by the Secretary of State or where disclosure is required in the course of a school's inspection or under other legal authority.

All evidence gathered in the course of the investigation will be treated strictly in accordance with the school's legal duty under the Data Protection Act 1998 and with its own Data Protection Policy.

Authorised by the Principal, Mr E J Matyjaszek

October 2017