



## Our Lady's Preparatory School and Day Nursery

### Complaints Procedure Policy 5.2

#### Background to the Policy

Since the introduction of the Education (Independent School Standards) (England) Regulations 2003 (as amended from time to time), independent schools are required by law to adopt, make available and apply a complaints procedure in order to comply with the new standards against which Ofsted / Independent Schools Inspectorate (ISI) inspections will be carried out.

The term "parent" has been used throughout this policy to denote parent, guardian or carer, as applicable, as the person(s) legally responsible for a child attending Our Lady's as a pupil.

Our Lady's trust that children at the school and their parents will be pleased with the standard of education and care that your child receives at Our Lady's. However, there may be an occasion when a parent of a pupil may wish to express their concerns or may wish to make a complaint. This policy explains how such parents can do this and how we deal with concerns and complaints at Our Lady's.

**This policy should be read in conjunction with and by reference to the Behaviour Policy.**

#### What does the School consider to be a complaint?

A complaint is a communication of dissatisfaction with what the parent(s) view as a problem. It may be made about the school as a whole, any part thereof or about an individual member of staff. A complaint is likely to arise if a parent believes that the school or a member of staff has done something wrong, failed to do to something that it should have done or has acted unfairly.

It should be noted that all concerns/complaints (even those minor in nature) are recorded (as this is a regulatory requirement) and kept in the Complaints Folder in the Headteacher'

office, as any matter about which a parent of a pupil is unhappy and seeks action by the school is deemed a complaint.

### **Stage 1: Informal complaints**

1. Parents and others should raise complaints/concerns with the child's class teacher or in the case of the Nursery with the Room Senior. If after this first step in the complaints procedure, parents are not happy, they should then speak with the Deputy Manager and /or Manager of the Nursery or in the case of the school with the Deputy Headteacher or Headteacher.
2. If the parent believes that the complaint/concern is more serious or sensitive they should talk to the Headteacher who will investigate, and then report back either in writing, or more usually at this informal stage, through an interview with the complainant, within five working days.
3. Every effort will always be made to resolve the problem at this informal stage. Parents who remain dissatisfied at this stage will be informed by the Headteacher or Deputy Headteacher that they have the opportunity to make a formal complaint.

### **Stage 2: Formal Complaints**

1. Formal complaints should be made in writing to the Headteacher and will be investigated by the Nursery Manager and Headteacher in the case of the Nursery and by the Deputy Headteacher and Headteacher (School) in the first instance.
2. In most cases, the Headteacher will meet or at least speak with the parents concerned, within **5 term-time working days** of receiving the complaint, to discuss the matter. If possible, a resolution will be agreed at this stage.
3. Written complaints about the fulfilment of the Early Years Foundation Stage (EYFS) requirements will be investigated and the complainant notified of the outcome of the investigation within **28 days**. The record of complaint must be made available to Ofsted and or ISI on request. Please see details at the end of this policy.
4. It may be necessary for the Headteacher to carry out further investigations. Further investigations will be conducted within 5 working days.
5. The Headteacher will keep written records of all meetings and interviews held in relation to the complaint.
6. Once the Headteacher is satisfied that, so far as is practicable, all of the relevant facts have been established, a decision will be made within a further 5 working days after further investigations and parents will be informed of this decision in writing. The Headteacher will also give reasons for her decision.

If the complaint directly concerns the Headteacher however, parents should contact the Chairman of the Board of Trustees.

### **Stage 3: Panel Hearing**

If having discussed the matter with the Headteacher, the parent still feels dissatisfied, they should contact the Chairman of Trustees who will convene a panel of at least two Trustees and one person independent of the management and running of the School to consider the complaint.

The Department for Education (DfE) provides the following guidance on the identity of an independent panel member:

*“ Our general view is that people who have held a position of responsibility and are used to analysing evidence and putting forward balanced arguments would be suitable. Examples of persons likely to be suitable are serving or retired business people, civil servants, heads or senior members of staff at other schools, people with a legal background and retired members of the Police Force might be considered”*

No member of the panel may have any involvement with any matter detailed in the complaint. You can send a letter to the Chair of Trustees at the following address

Chair of Trustees, Our Lady’s Preparatory School  
C/o 69 New Wokingham Road  
Crowthorne  
RG45 6JG

The Chairman will acknowledge the request within 5 working days.

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

Where further investigation is required, the Panel will determine how it should be carried out. Investigations will be conducted within 5 working days.

At the Panel Hearing, the parent/s may be accompanied by another person.

After due consideration of all facts they consider relevant, the Panel will reach a decision and may make recommendations, which it shall complete within seven working days of the meeting or Hearing or as soon as reasonably practicable.

The Panel will send written confirmation of its decision to the parents and the reasons for it within seven working days of reaching this decision. The Panel’s findings and any recommendations will be sent in writing to the parents, the Headteacher, Trustees and, where relevant, the person(s) about whom the complaint was made. The decision of the Panel will be final.

Parents can be assured that all concerns and complaints will be treated seriously and confidentially. Correspondence, statements and records will be kept confidential except where the Secretary of State or a body conducting an inspection under sections 108 and 109 of the 2008 Education and Skills Act, as amended, requests access to them; or where any other legal obligation prevails.

Parents are always welcome to address their serious concerns on any matter to the Headteacher. Written records of all serious complaints and their outcomes (including at what stage they were resolved) will be kept and reviewed at least annually by The Chair of the Trustees, The Headteacher and The Deputy Headteacher.

**Once a complaint has been resolved the SMT and Trustees will review the content of the complaint and if necessary put in place procedures to prevent a similar incident.**

This review will be recorded in the Minutes of a meeting of the Trustees.

Parents may also contact Ofsted by the following means:

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

Ofsted Helpline Telephone Number: 0845 6404040

Parent(s) can also contact the Independent Schools Inspectorate (ISI) directly at the following address should they feel the need to do so:

Independent Schools Inspectorate  
First Floor  
CAP House  
9-12 Long Lane  
London  
EC1A 9HA

**No “formal” complaints were made in the last academic year.**

**Any complaints that were made to Our Lady’s were resolved informally during stage 1 of the procedure and did not reach stage 2 as a result. The reaching of stage 2 as part of this process would mean a complaint had taken on “formal” status.**

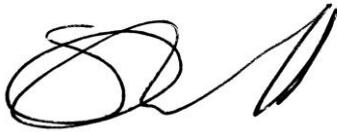
**The Complaints Policy does not apply in the case of pupils excluded from school under the terms of the Behaviour Policy.**

### **Monitoring & review**

The School will review this Policy every year and any guidance or advice published by the DfE or other relevant bodies will be monitored on an ongoing basis, in the event that ad-hoc amendments or revisions are appropriate beyond this timeframe.

**Reviewed: March 2019**

**Signed:**

A handwritten signature in black ink, consisting of several loops and a long, sweeping tail that ends in a sharp point.

**Simon Cassell  
Deputy Headteacher**

**To be reviewed: 12 months from “Reviewed” date**