

Feltonfleet School Complaints Policy and Procedure

Introduction

Feltonfleet 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 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's or daughter's form tutor or, where appropriate for boarders, the housemaster. In the vast majority of cases, the matter will be resolved straightaway by this means to the parents' satisfaction. If the form tutor or housemaster cannot resolve this matter alone, it may be necessary for him or her to consult the Year Head, Deputy Head or Headmaster.
- ◆ Complaints made directly to the Year Head, Deputy Head or Headmaster will usually be referred to the relevant form tutor or to the housemaster unless the Year Head, Deputy Head or Headmaster deems it appropriate to deal with the matter personally.
- ◆ The form tutor or housemaster 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 a week or in the event that the form tutor or housemaster and the parent fail to reach a satisfactory resolution, then parents will be advised to proceed with their complaint to Stage 2 of this procedure.

Stage 2: Formal Resolution

- ◆ If their complaint cannot be resolved on an informal basis, then the parents should put their complaints in **writing** to the Head. The Head will decide, after considering the complaint, the appropriate course of action to take.
- ◆ In most cases, the Head will arrange to meet or speak to the parents within 24 hours of receiving the complaint to discuss the matter. If possible, a resolution will be reached at this stage.
- ◆ It may be necessary for the Head to carry out further investigations.
- ◆ The Head will keep written records of all meetings and interviews held in relation to the complaint.
- ◆ Once the Head is satisfied that, as far as practicable, all the relevant facts have been established, a decision will be made and the parents will be informed of this decision in writing. The Head 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 they will be referred to the Chairman of Governors, who has been appointed by the Board of Governors to call hearings

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of the Complaints Panel. Any correspondence with the Chairman of Governors should be addressed c/o Feltonfleet School.

- ◆ The matter will then be referred to the Panel for consideration. The panel will comprise three persons, normally Governors but must include a person who is independent of the running of the School. Each of the Panel members will have been appointed by the Board of Governors and must not be directly involved in the matters detailed in the complaint. The Chairman, on behalf of the panel, will then acknowledge the complaint and schedule a hearing to take place as soon as practicable and normally within five 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 two 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 at this stage.
- ◆ 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 facts they consider relevant, the Panel will reach a decision and may make recommendations, which it will complete within **five days** of the hearing and within **28 days** of the school receiving the complaint. The Panel will write to the parents informing them of their decision and the reasons for it. The decision of the Panel will be final. The Panel's findings and recommendations, if any, will be sent by e-mail or otherwise given to the complainant and, where relevant, the person complained about. They will also be available for inspection on the School's premises by the Chair of Governors and the Headmaster.
- ◆ Should any complainant wish to discuss the matter further, the addresses of Ofsted and ISI (Independent Schools Inspectorate) are given below

Confidentiality

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 section 162A of the 2002 Act requests access to them; or where any other legal obligation prevails.

Record-keeping

Under the terms of Confidentiality described above, a written record will be kept for at least three years of all complaints, indicating whether they were resolved informally or went on to be classed as a Formal Complaint requiring Governor intervention and/or a Panel meeting.

EYFS

This policy and procedure conforms with EYFS requirements in the following respects:

- Records of complaints are kept for at least three years (see above)

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- Parents can make a complaint to Ofsted and or Independent Schools Inspectorate (ISI) if they wish. Addresses and phone numbers are at the end of this document.
- Complainants will be notified of the outcome of an investigation within 28 days of the School receiving the complaint (see Stage 3 above)
- The School will provide Ofsted and ISI on request a written record of all complaints made, and of action taken as a result of the complaint.

For Boarders

(a) this complaints procedure will be available not only to parents but also to all staff and boarders;

(b) the School will inform boarders and their parents how they can contact Ofsted regarding any complaints concerning boarding welfare;

(c) a written record is kept of serious complaints and their outcomes for regular review by the head or a senior member of staff;

(d) complaints will be resolved either to the complainant's satisfaction, or with an otherwise appropriate outcome which balances the rights and duties of pupils, without unreasonable delay;

(e) pupils will not be penalised for making a complaint in good faith.

(f) appeal procedure for boarders (and for all complainants) is as outlined above

All Pupils

All pupils are encouraged by form tutors, in assemblies or other gatherings to make their feelings known (or express a complaint) to any of the staff listed on the If You Have a Problem... posters distributed widely through the School.

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OFSTED
Royal Exchange Buildings
St. Ann's Square
Manchester M2 7LA
Tel: 08456 404040

ISI
CAP House
9-12 Long Lane
London EC1A 9HA
Tel: 020 7600 0100

Number of Complaints

Since January 2010 2 Both resolved informally

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