



## POLICY and PROCEDURES MANUAL

### PART 3 PROCEDURES

#### **COMPLAINTS – PARENTS**

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The procedure to be followed is dependent upon the nature of the complaint:-

#### **Parents' concerns or complaints about their child's education, wellbeing or development**

1. The parent should, in the first instance, discuss their concerns with their child's class teacher. In the event that the teacher concerned feels that she/he requires further support in handling the matter, she/he should seek the assistance of the Head of Department. In any case the teacher must advise the Head of Department of the up complaint and the steps taken to resolve the issue. All such informal complaints must be dealt with and reported to the Head of Department within two working days of the complaint arising. The Head of Department must advise the senior management team of all informal complaints reported.
2. If the parent does not feel that they have had a satisfactory resolution of the matter they should then submit a formal complaint by letter or email to the Designated Safeguarding Lead who will investigate the matter, record details of the complaint and findings in a written note and send a written response to the parent. All written complaints must receive a written response by letter or email within ten working days of receipt of the written complaint.
3. In the event that the parent continues to feel that the matter has not been satisfactorily resolved, then they have the option to request that the complaint be heard by a panel of three people, two of whom will be members of the school's senior management team who were not directly involved in the matters detailed in the complaint and the third will be a person independent of the day to day running and management of the school. Parents have the right to attend the panel hearing and be accompanied if they wish. The panel will prepare written records of its findings and recommendations and copies of these will be available to all persons involved in the procedure. Panel hearings will, wherever possible, be arranged to take place within one month of receipt of the request for such a hearing.

All complaints, whether handled formally or informally, are reported to the senior management team at their weekly meetings and complaints reaching stage 2 and beyond are recorded in the complaints log.

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#### **Parent concerns or complaints about matters concerning the general organisation of the school and which do not relate directly to their own child's educational development**

1. The parent should, in the first instance, discuss their concerns with the Bursar.
2. Thereafter, the procedures for handling such complaints are as for those concerning an individual child's wellbeing or education and the same timescales apply.

#### **Complaints about a member of the senior management team**

These complaints may concern either a child's wellbeing or the general organisation of the school. In either case, a parent with a complaint about a member of the senior management team should, in the first instance, discuss their concerns with another member of the team or may, if they wish, take their complaint directly to a panel meeting.

Parents may, if they wish, submit a complaint to Ofsted. The address of the Ofsted website is [www.ofsted.gov.uk](http://www.ofsted.gov.uk).

The school is required by regulation to publish data regarding formal complaints received each year. The school defines formal complaints as those which relate to a child's or children's education, wellbeing or development and which are submitted to the school in writing (either letter or email). The subject matter and identities of all involved are confidential and are not disclosed but details of the number of formal complaints received during the previous academic year and the number of those complaints which gave rise to a change in the school's procedures are available from the school.