



## **COMPLAINTS PROCEDURE**

**HEAD TEACHER: SARA LLEWELLYN**

**DATE AGREED: 31st JANUARY 2019**

**DATE OF NEXT REVIEW: 30th JANUARY 2020**

**ALL, STAFF HAVE ACCESS TO THIS POLICY AND SIGN TO THE EFFECT THAT THEY HAVE READ AND UNDERSTOOD ITS CONTENT**

## COMPLAINTS 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/daughter's teacher or Learning Support Assistant. In many cases, the matter will be resolved straightaway by this means to the parents' satisfaction. If the form teacher/ LSA cannot resolve the matter alone, it may be necessary for him/her to consult Sara Llewellyn.
- The Lsa or teacher whichever is appropriate 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 10 working days or in the event that the LSA / 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

- If the complaint cannot be resolved by the process outlined in stage one, then the parents should put their complaint in writing to the Headteacher. The Headteacher will decide, after considering the complaint, the appropriate course of action to take.
- In most cases, the Headteacher will meet the parents concerned, normally within 5 working days of receiving the complaint, to discuss the matter. If possible, a resolution will be reached at this stage.
- It may be necessary for the Headteacher to carry out further investigations.
- The Headteacher will keep written records of all meetings and interviews held in relation to the complaint.
- Once the Headteacher is satisfied that, so far as is practicable, all of the relevant facts have been established, a decision will be made and parents will be informed of this decision in writing. The Head Teacher will also give reasons for his/her 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 (following a failure to reach an earlier resolution), they should within 7 days of the previous decision submit a formal written request to the

Chairman of Governors Michelle Palmer to take the complaint to the next stage of the procedure.

- The matter will then be referred to the Complaints Panel for consideration. The Panel will consist of at least three persons not directly involved in the matters detailed in the complaint, one of whom shall be independent of the management and running of the school. Each of the Panel members shall be appointed by the Board of Governors. 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 and normally within 10 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 3 working 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.
- 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 shall complete within 10 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 by electronic mail or otherwise given to the complainant, the Manager, the Governors and, where relevant, the person complained of. For children within the EYFS the complainant will normally be notified of the outcome of the investigation within 28 days of having received the complaint.
- If a complaint occurs during a school holiday, then timescales may differ but a resolution will be sought within 28 working days.

Parents can be assured that all concerns and complaints will be treated seriously and confidentially. Correspondence, statements and records will be kept confidential except in so far as is required of the school by paragraph 6(2)(j) of the Education (Independent Schools Standards) Regulations 2003; where disclosure is required in the course of the school's inspection; or where any other legal obligation prevails. Records of complaints will be kept for a period of at least three years. For Early Years Foundation Stage only a complaint may also be made directly to Ofsted [www.ofsted.gov.uk](http://www.ofsted.gov.uk) or 03001231231 and /or to the Independent Schools' Inspectorate.

The school will provide Ofsted and ISI, on request, a written record of all complaints made during any specified period and the action taken as a result of each complaint.

This policy was adopted by: The Llewellyn School and Nursery	Date: 01st January 2016
Reviewed on: 31st January 2019	Signed: <a href="#">S J Llewellyn</a>
To be reviewed: 30th January 2020	