

REDDIFORD SCHOOL

INCLUDING EYFS

PARENTS' COMPLAINTS PROCEDURE

Reviewed February 2025

0 Formal complaints 2023/24

PARENTS' COMPLAINTS PROCEDURE

Introduction

The School has long prided 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. This policy applies to all existing parents/carers and guardians whilst their child is on Reddiford's role. The policy is available on the website or by request from the school office.

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 contact the relevant teacher, as outlined in the '*Order of Contact for Consultation*' document. It is expected that the matter will be resolved straight away by this means to the parents' satisfaction.
- The Teacher will normally make a written record of all concerns and complaints and the date on which they were received. The complaint should be resolved informally to the parents' satisfaction within 8 school working days.
- It may be necessary for the parents to meet with the Head of the Department and then the relevant Deputy Head during this informal stage so that everything possible can be done to resolve the situation informally.
- Concerns about day to day and procedural matters would also be dealt with at this stage by the Bursar, Head Teacher or other relevant senior members of staff.
- However, after seeing all the relevant personnel, if the matter remains unresolved, the parents may proceed with their complaint in accordance with Stage 2 of this procedure
- Complaints will usually only progress to the formal stage after first being considered at the preliminary stage and only then if the complainant intends to escalate a matter to the formal stage

Stage 2 – Formal Resolution

- If the complaint cannot be resolved on an informal basis, the parents should put their complaint in writing to the Head. The Head will decide, after considering the complaint, the appropriate course of action to take.
- The Head Teacher, or Deputy in her absence, will acknowledge receipt of the complaint within 2 school working days.
- In most cases, the Head Teacher will meet or speak to the parents concerned, within 10 school 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 Head to carry out further investigations.
- If it is not possible to reach a resolution at this stage, (within the 10 school working days), the Head will write to the parents advising them of this and that a decision letter will be issued within a further 10 school working days (as below).
- Records of all meetings and interviews will be held in relation to the complaint.

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- Once the Head is satisfied that, so far as is practicable, all of the relevant facts have been established, she will make a decision within 10 school working days thereafter and will inform the parents forthwith in writing of her decision and the reasons for this.
- If parents are still not satisfied with the decision, they may proceed to Stage 3 of this Procedure.

Stage 3 – Panel Hearing – Formal Complaint

- If parents seek to invoke Stage 3 (following a failure to reach an earlier resolution), they must set out their complaint in writing and send same to the Chair of Governors (marked "Private and Confidential") within 10 school working days of receipt of the Head's decision letter. The Chair of Governors will acknowledge the complaint in writing within 5 school working days of its receipt and will arrange for a hearing to take place before the Complaints Panel.
- If the Chair of Governors is absent for any reason, this responsibility will be assumed by another Governor (as will be the further responsibilities of the Chair referred to below in the event of the Chair's continued absence).
- 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. Each of the Panel members shall be appointed by the Chair of Governors and include one person who is independent of the management and running of the school.
- The hearing before the Complaints Panel will take place as soon as practicable (if possible, within a period of 28 school working days of the Chair of Governors acknowledging the complaint) at a place and at a time to be notified in writing by the Chair of Governors to the parents and to the other relevant parties.
- If the Panel deems it necessary, it may require that further particulars of the complaint or any related matter be supplied to it in writing in advance of the hearing. Copies of such particulars shall be supplied to all relevant parties not later than 3 school 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 would not be considered appropriate). The parents will be permitted to address the Panel. The person accompanying the parents will be entitled to address the Panel and to confer with the parents during the hearing (but will not be permitted to answer questions on behalf of the parents). The Panel will determine entirely at its discretion how the hearing will be conducted and who may be called as witnesses. The parents will be given reasonable opportunity to ask questions of such witnesses and in turn, the Panel may ask its own questions of such witnesses, including the parents themselves.
- 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 and it will be completed within 10 school working day.

- After due consideration of all facts it considers relevant (including the results of any such further investigations), the Panel will reach a decision and may make recommendations. The Panel's decision and, if any, recommendations will be sent in writing to the complainant and, where relevant, the person complained about within 10 school working days of the decision being made. The Panel's decision shall be final and binding.
 - A copy of all written records will be kept of all complaints that are made;
 - (i) whether they are resolved following a formal procedure or proceed to a panel hearing and
 - (ii) action taken by the school as a result of these complaints (whether they are upheld or not). These will be available for inspection on the school premises by the Governors and Head Teacher.
- NB: school working days refers to days during school term times as outlined on the school website.

Additional information

Parents can be assured that all concerns and complaints will be treated seriously and confidentially. Correspondence, statements and records will be kept for a period of 7 years and will remain confidential except where the Secretary of State or a body conducting an inspection under section 109 of the 2008 Act requests them or where any other legal obligation prevails.

A written record is kept of all complaints and whether they were resolved at the preliminary stage or proceeded to a panel hearing.

EYFS

This policy also appertains to the EYFS provision to which the following apply;

- A record is kept of all Early Years complaints and their outcomes.
- Parents can make a complaint to Ofsted or the ISI should they so wish concerning the lack of fulfilment of the EYFS requirements; information on how to make this complaint and where to send it can be found on the Ofsted and ISI website.
- Complainants will be notified of the outcome of an investigation within 28 school working days of the school having received the complaint.
- If requested by Ofsted or ISI, a written record of all complaints made during any specified period and the action which was taken as a result of each complaint will be provided to them by the school.

Contact details: **Ofsted**- Piccadilly Gate, Store Street, Manchester, M1 2WD.

enquiries@ofsted.gov.uk

0300 1234 4666

ISI – CAP House, 9-12 Long Lane, London, EC1A 9HA

concerns@isi.net

020 7600 0100

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