



BEAUDESERT PARK SCHOOL

COMPLAINTS POLICY AND PROCEDURE FOR PARENTS

This is a whole school policy, including the EYFS.

Beauesert Park School ("the School") believes in an open door policy and welcomes suggestions and comments from parents, and takes seriously complaints and concerns that may arise. This policy will show you how to use our complaints system. It is available to all parents of current registered pupils, and past pupils if the complaint was initially raised when the pupil was still registered.

The School will make available to parents of pupils and of prospective pupils and provide, on request, to the Chief Inspector, the Secretary of State or an independent inspectorate, details of the complaints procedure and the number of complaints registered under the formal procedure during the preceding school year.

Exclusions are covered within the School's Exclusions, Removal and Review Policy.

WHAT CONSTITUTES A COMPLAINT?

A complaint is an expression of dissatisfaction with a real or perceived problem. It may be made about the School as a whole, about a specific department or about an individual member of staff, and any matter about which a parent is unhappy and seeks action by the School is within the scope of this procedure. A complaint is likely to arise if a parent believes that the School has done something wrong, failed to do something that it should have done or has acted unfairly.

Parents can be assured that all concerns and complaints will be treated seriously and confidentially. The School is here for your child and you can be assured that your child will not be penalised for a complaint that you, or your child, raises in good faith.

THE THREE-STAGE COMPLAINTS PROCEDURE

Stage 1 – Informal Resolution

Initially, a complaint can be made and considered on an informal basis.

Any member of staff will be happy to help. It may be best to start with the person most closely concerned with the issue - for example, the form teacher is likely to be the first person to talk to. In the case of boarding matters you may talk with the Houseparents, music concerns you may talk with the Head of Music and sports concerns you may talk with the Director of Sport. They may be able to sort things out quickly, with the minimum of fuss. However, you may prefer to take the matter to a more senior member of staff, for example, the Deputy Head or the Head. All matters concerning the Pre-prep should be addressed to the form teacher or the Head of Pre-prep.

If you raise something face-to-face or by telephone, it may be possible to resolve the matter immediately and to your satisfaction.

Complaints may be made in writing. In this case, we will acknowledge the complaint within 48 hours and then expect to contact you within one normal teaching week to respond to your concerns and explain how we propose to proceed.

In many circumstances, the person you contact will need to discuss the matter with a colleague and consider it further before responding. If a detailed exploration of the issues is needed, a letter or report will be sent to you within a week. This will tell you of the outcome of your complaint. It will explain the conclusion, the reasons for it, and any action taken or proposed.

Should the matter not be resolved within this timeframe or in the event that the staff member and parent fail to reach a satisfactory resolution, then parents will be advised to proceed with their complaint in accordance with Stage 2 of this Complaints Procedure.

If, however, the complaint is against the Head, parents should make their complaint directly to the Chair of Governors whose contact details are available from the School on request.

Stage 2 – Formal Resolution

If you are not satisfied with the response to a complaint, the complaint must be made 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 meet the parents concerned, 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 Head to carry out further investigations.

The Head will keep written records of all communications and interviews held in relation to the complaint.

Once the Head 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 will also give reasons for his decision. In most cases, the Head will make his decision and provide the parents with reasons within 15 working days of the complaint being put in writing.

If parents are still not satisfied with the decision, they should proceed to Stage 3 of this procedure.

If the complaint is against the Head, the Chair of Governors will call for a full report from the Head and for all the relevant documents. The Chair may also call for a briefing from members of staff, and will in most cases, speak to or meet with the parents to discuss the matter further. Once the Chair is satisfied that, so far as is practicable, all of the relevant facts have been established, the parents will be informed of the decision in writing. The Chair will give reasons for his/her decision.

Stage 3 – Panel Hearing

If parents seek to invoke Stage 3, they should do so in writing to the Committee Convenor within 5 days of receiving the decision at stage 2, setting out their grounds of appeal. Any supporting evidence which the parents wish to rely on should also be provided with their grounds of appeal.

The Committee Convenor, who has been appointed by the Governors to call hearings of the School's Conciliation Committee, will then refer the appeal to the Conciliation Committee. This Committee will be made up of a number of panellists, under the recommendation of the Chair of Governors, three of whom were not directly involved in the matters detailed in the complaint. One member of the panel will be independent of the management and running of the School. It is their task to look at the issues in an impartial and confidential manner.

The Committee Convenor will invite you to a meeting. This meeting should normally take place within 15 working days of the referral to the School's Conciliation Committee. You will be asked if there are any further particulars you would like to have circulated beforehand and you may be accompanied to the meeting by one other person if you wish. Legal representation will not normally be appropriate. The Committee will decide whether it would be helpful for witnesses to attend.

If possible, the panel will resolve the parents' complaint without the need for further investigation. Where further investigation is required, the panel will decide how it should be carried out.

Any findings and recommendations will be sent by electronic mail or otherwise to the complainant and, where relevant, the person complained about as well as the Chair of Governors and the Head. A copy of the panel's findings and recommendations (if any)

will also be available for inspection on the School premises by the Chair of Governors and the Head.

The whole process will normally be completed within four weeks of the initial complaint, but could take longer should the complaint have been lodged near the beginning of a holiday period.

The decision of the Conciliation Committee is final and there is no further right of appeal.

ARRANGEMENTS FOR RECORD KEEPING AND CONFIDENTIALITY

Following resolution of a complaint, the School will keep a written record of all complaints, whether they are resolved at the informal stage, the formal stage or proceed to a Conciliation Committee hearing and any action taken by the School as a result of the complaint (regardless of whether the complaint is upheld).

Your complaint or concern will be treated in a confidential manner and with respect. Knowledge of it will be limited to the Head and those directly involved. The Chair of Governors may also need to be informed. It is the School's policy that complaints made by parents should not rebound adversely on their children.

Correspondence, statements and records relating to individual complaints will be kept confidential except where the Secretary of State or a body conducting an inspection under section 109 of the Education and Skills Act 2008 requests access to them.

We cannot rule out the need to make third parties outside the School aware of the complaint and possibly also the identity of those involved. This would only be likely to happen where, for example, a child's safety was at risk or it became necessary to refer matters to the police.

While information relating to specific complaints will be kept confidentially on file, we would point out that anonymous complaints may not be pursued.

Action which needed to be taken under staff disciplinary procedures as a result of complaints would be handled confidentially within the School.

In circumstances concerned with boarding:

- the complaints procedure is made available not only to parents but also to all staff and boarders;
- boarders and their parents will be informed by the School how they can contact Ofsted regarding any complaints concerning boarding welfare;
- a written record will be kept of serious complaints and their outcomes for regular review by the Head;
- 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;
- pupils will not be penalised for making a complaint in good faith;
- parents will be given details of how to appeal against a decision made by the School about their complaint.

The School recognises and acknowledges your entitlement to complain and we hope to work with you in the best interests of the children in our care.

EYFS

Parents of EYFS children should follow the three stages of this Complaints Procedure. If parents remain dissatisfied and their complaint is about the School's fulfilment of the EYFS requirements, then parents may take their complaint to the ISI or Ofsted. Parents will be notified by ISI or Ofsted of the outcome of the investigation into their complaint within 28 days of the complaint being received.

The School will provide ISI/Ofsted, on request, with a written record of all complaints made during any specified period, and the action which was taken as a result of each complaint. The record of any such complaints will be kept in accordance with its Privacy Notice and Record Keeping Policy.

Parents may complain directly to Ofsted or to ISI if they believe the School is not meeting the EYFS requirements:

- Ofsted may be contacted on 0300 123 1231 or by email: enquiries@ofsted.gov.uk or in writing to Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD
- ISI may be contacted on 0207 600 0100 or by email: concerns@isi.net or in writing to [ISI, CAP House, 9-12 Long Lane, London EC1A 9HA](#)

The School will notify parents of an inspection of the EYFS setting. Once the final inspection report has been provided, copies will be provided to parents of children who attend the setting regularly.

This policy can be made available in large print or other accessible format if required.

Authorised by	C Kay <u>Chair of Governance & Compliance Committee</u>
Date 23 rd November 2021	
Approved by	M Pyper <u>Chair of Governors</u>
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Last Reviewed	November 2020
Next Review	November 2022