



Complaints Procedure

Co-ordinator: Mr D. Hood
Updated: October 2019 with Governors
Next Review September 2020

St Joseph's Preparatory School Complaints Procedure
This Policy is applicable to all pupils, including those in the EYFS

The Governing Body of St Joseph's Preparatory School understands its regulatory responsibilities and will maintain an effective oversight of this policy, by evaluating its effectiveness, and reviewing and implementing change.

This policy is made available to parents of pupils (meaning current registered pupils) on the School's website www.stjosephsprepschool.co.uk and is available for inspection on the School's premises during the day. The complaints procedure does apply to past pupils but only if the complaint was initially raised when the pupil was still registered and it does not cover exclusions unless the school has indicated otherwise. All concerns will be treated as complaints and therefore covered by this policy.

St Joseph's Preparatory 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.

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 child's Form Teacher. In many cases, the matter will be resolved straightaway by this means to the parents' satisfaction. If the Form Teacher cannot resolve the matter alone, it may be necessary for him/her to consult the Headteacher.

Complaints made directly to the Headteacher will usually be referred to the relevant Form Teacher unless the Headteacher deems it appropriate for him/her to deal with the matter personally.

The Form Teacher 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 **one week** or in the event that the Form 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 on an informal basis, 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/speak to 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 Headteacher will also give reasons for 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 will be referred to Mrs L Atherton, Chair of the Governing Body, who has been appointed by the Governors to call hearings of the Complaints Panel.

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 who shall be independent of the management and running of the school.** Each of the Panel members shall be appointed by the Trustees. **The Trustees Representative**, Ms R Maguire, on behalf of the Panel, will then acknowledge the complaint, and schedule a hearing to take place as soon as practicable, normally within **21 days.**

All parties should submit all necessary documentation to be referred to at the panel hearing no later than 5 working days prior to the hearing. Late documentation will not be considered.

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 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 and parents are not entitled to insist on this. Should the parent decide not to attend the hearing, the panel should still consider the parent's complaint in his/her absence and issue findings on the substance of the complaint thereby bringing the matter to a conclusion. This requirement to proceed does not prevent the School from accommodating parental availability for dates or considering comments concerning the composition of the panel

The Panel will retire to consider the complaint.

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 days of the Hearing. The Panel will either write to the parents or send their findings by electronic mail or otherwise give to the complainant by hand the recommendations and decisions and the reasons for it. The decision of the Panel will be final. The Panel's findings and recommendations, if any, will be sent in writing to the parents, the Headteacher, the Governors and, where relevant, the person who is the subject of the complaint. The Panel's findings will be available for inspection on the school premises by the Governors and the Headteacher.

In relation to these complaints, schools are required to record whether they are then resolved at that stage or proceed to a panel hearing. The School will also keep a written record of any complaints that are dealt with under Stage 2 of the process and any action taken by the School as a result of these complaints (regardless of whether they are upheld). The panel will make available a copy of any findings and

recommendations for inspection on the School premises by the proprietor and the Headteacher.

Written complaints relating to the requirements under the statutory framework for EYFS:

Any written complaints about the fulfilment of the EYFS requirements must be investigated and the complainant notified of the outcome of the investigation within 28 days.

St Joseph's Preparatory School will provide Ofsted and ISI, 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. **All paper work relating to the complaint will be kept for three years and will be made available for inspection on the school's premises by Christian Brothers, Governors or the Headteacher.**

Parents may refer to Ofsted and ISI if they feel that their complaints have not been met appropriately. Contact details:

Ofsted
Picadilly Gate
Store Street
Manchester
M1 2WD

Help Line: 0300 123 1231
Textphone: 0161 618 8524

ISI
First Floor Cap House
9-12 Long Lane
London EC1A 9HA
E-mail: info@isi.net

Arrangements for Record Keeping and Confidentiality

Parents can be assured that all concerns and complaints will be treated seriously and confidentially. Correspondence, statements and records relating to individual complaints will be kept confidential in line with GDPR regulations except to the extent required by paragraph 6(3)(f) of the Education (Independent Schools Standards) (England) Regulations 2003 (as subsequently amended), by the Secretary of State or where disclosure is required by the ISI under Section 162A of the Education Act 2002 (as amended), or under other legal authority.

Parents can be assured that all concerns and complaints will be treated seriously and confidentially. Correspondence, statements and records relating to individual complaints are to be kept confidential except where the Secretary of State or a body conducting an inspection under Section 109 of the 2008 Act requests access to them, or where any other legal obligation prevails.

Stage 4 – Monitoring and Review

The Governors monitor the complaints procedure, in order to ensure that all complaints are handled properly.

Governors take into account any local or national decisions that affect the complaints procedure, and make any modifications necessary to this policy. This policy is made available to all parents, so that they can be properly informed about the complaints process.

The Headteacher logs all complaints received by the school and records how they were resolved. **St. Joseph's Preparatory School has received one formal complaint during the academic year 2018-2019** (the School defines formal complaints as those matters which are unable to be resolved by the first two stages of the Complaints Procedure)



St Joseph's Preparatory School
Log Sheet for Complaints

Name of Complainant:

Date Complaint Received:

Brief Description of Complaint:

Please attach more information as necessary

Action taken to resolve Complaint:

Complaint Resolved
YES / NO

If No, please include what other action has been taken:

Signed: _____ Date: _____