

Holme Grange School

incorporating **Little Grange Nursery**



Complaints Procedure

Introduction

Holme Grange School has long prided itself on the quality of the teaching and pastoral care provided to its pupils.

We want all our pupils to feel safe, valued and happy at school. Any complaint made by a pupil is taken seriously and followed up so a satisfactory resolution is found. The school encourages all pupils to have the confidence to express themselves at all times. If something is causing concern we want pupils to tell us what it is so we can help. Pupils views can be passed through a wide variety of channels including Form and tutorial discussions, meetings with pastoral staff, teaching staff or any member of our community or passed on via a note.

Pupils can be assured that the complaint and follow up investigation will be handled sensitively and there will be no negative repercussions for any pupil.

Each complaint will be written up on and passed through the appropriate channels. The Senior Leadership Team will monitor complaints. If pupils and 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 son/daughter'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, it may be necessary for him/her to consult the Head of School (Mrs P Mines – Head of Pre-Prep, Mrs K Shaw, Head of Middle School or Mr P Miles Head of Upper School).
- Complaints made directly to a Head of Department/Senior Leadership Team (SLT)/Head of School /Headteacher will usually be referred to the relevant Form Teacher unless the Head of Department / Member of SLT/ Head of School /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 three days or the agreed time 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 3 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 Mr Mike Bowyer, 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 whom, shall be independent of the management and running of the school. Each of the Panel members shall be **appointed by the Governors**. Mr Mike Bowyer, on behalf of the Panel, will then acknowledge the complaint and schedule a hearing to take place as soon as practicable and normally **within 7 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 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 the facts they consider relevant, the Panel will reach a decision and may make recommendations, which it shall complete within 7 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 in writing to the parents, the Headteacher, the Governors and, where relevant, the person complained of.
- 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.
- ISI is the schools/childcare providers' inspectorate in England; their role is to inspect schools/childcare providers and report on the findings. Outside of these inspections ISI do not normally get involved in issues such as complaints as it would fall outside of their remit. Serious welfare concerns, however, may be investigated. They can be contacted at:
Independent Schools Inspectorate
CAP House
9 - 12 Long Lane
London
EC1A 9HA
Telephone 020 7600 0100
Fax 020 7776 8849

HOLME GRANGE SCHOOL
PARENTS COMPLAINT FORM

Child's Name:	Form:
Nature of Complaint:	
Parents' Name:	
Parents' Signature:	Date

School Action:	
Staff Member:	
Staff Signature:	Date:

Headteacher's Comments:

Headteacher's Signature: _____ Date: _____

Governors Action:

(if required)

Governor's Name: _____

Governor's Signature: _____ Date: _____