

## **COMPLAINTS PROCEDURE/NUMBER OF FORMAL COMPLAINTS IN PREVIOUS SCHOOL YEAR (Whole School Policy including EYFS)**

The Manor aims to be a listening and responsive school. We encourage parents to inform us of their concerns while they are still minor ones which can more easily be resolved. It is hoped that most concerns and complaints will be resolved quickly and informally and we expect parents to allow a reasonable opportunity for informal resolution before resorting to the formal stages of the procedure set out below.

Parents of children in the Early Years Foundations Stage (EYFS) should follow this procedure. Parents of EYFS pupils can also make a complaint to OFSTED or ISI (Independent Schools Inspectorate), should they so wish. Contact details can be found at the end of this document

This policy is available to parents via the school website and on request from the School Office.

### **PARENTS**

#### **STAGE 1 - INFORMAL RESOLUTION**

- At The Manor, parents who have any concerns or complaints should normally contact the teacher concerned (if it is an academic matter) or the Form Teacher (if it is a pastoral matter) in the first instance, either by letter or by telephone or in person.
- Complaints made directly to the Head of Department, Deputy Head or Head will usually be referred to the teacher concerned or Form Teacher unless the Head of Department, Deputy Head or Head deems it appropriate for another member of staff to deal with the matter. In many cases the matter will be resolved then. In some cases, staff may need to liaise with the Head of Department (i.e. Head of Prep Department or Head of Pre-Prep Department or Head of Early Years).
- A written record will be kept of all informal complaints, the date on which they were received and the details of the subsequent investigation.
- In the event of a failure to reach a satisfactory resolution parents will be advised to pursue their complaint in accordance with the Stage 2 procedure set out below.
- The whole process of 'informal resolution' should take no more than 5 working days ('working days' means term-time days when the school is in operation).

## STAGE 2 - FORMAL RESOLUTION

- Parents whose complaint has not been resolved by the Stage 1 process should put their complaint formally in writing to the Headmaster. It is essential that the letter specifically says in the first paragraph if the parents wish to record a 'formal complaint'. (The phrase 'formal complaint' needs to be used to clarify the situation and to distinguish the matter from minor concerns.) Parents are asked to summarise their complaint in approx 300 words or less. Any other information should be under the heading of 'Background Information'.
- The Headmaster will decide, after considering the complaint, the appropriate course of action to take.
- The Headmaster will meet with the parents concerned to discuss the complaint within 5 working days of receiving it.
- The Headmaster will carry out such investigation as he considers appropriate.
- Written records of all meetings and interviews held in relation to the complaint will be maintained.
- Once the Headmaster is satisfied that, so far as is reasonably practicable, all of the relevant facts have been established, a decision will be made and parents will be informed of this decision in writing within 5 working days of their meeting with the Headmaster.
- 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 the Clerk to the Governors, 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 is independent of the management and running of the school. Each of the Panel members shall be appointed by the Chair of Governors. The Clerk to the 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 in reasonable time and usually 7 4 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 complaint 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 aim to complete within 2 working days of the hearing.
- The Manor's procedure provides for the panel to make findings and recommendations and stipulates that a copy of these findings and recommendations is:
  - i) Sent by electronic mail or otherwise given to the complainant and, where relevant, the person complained about; and
  - ii) Available for inspection on the school premises by members of the Governing Body and the Headmaster
- The Panel will, within 5 working days of the hearing, days write by email or otherwise to the parents informing them of its decision. 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 Headmaster, the Board of Governors and, where relevant, the person about whom the complaint was made.
- The School realises that the whole process (from original complaint to the Stage 3 Panel informing parents of its decision) has an outside limit of 28 working days.
- Parents can be assured that all concerns and complaints will be treated seriously and (so far as is reasonably practicable) confidentially, except where the Secretary of State or a body conducting an inspection under section 162A of the 2002 Act, as amended, requests access to them.
- For at least three years, written records are kept of all formal complaints, how they are resolved and at what stage.

#### **CONTACT DETAILS AVAILABLE TO PARENTS OF EYFS CHILDREN**

Additionally, Parents of EYFS pupils are able to complain to one or both of Ofsted and ISI, the contact details for which are below:

#### **OFSTED**

##### **Address:**

Ofsted National Business Unit  
Royal Exchange Building  
St Anne's Square  
Manchester M2 7LA

**Helpline:** 08456 404040

**Email:** [complaints.peu@dcyf.gsi.gov.uk](mailto:complaints.peu@dcyf.gsi.gov.uk)



**ISI**

**Address:**

Independent Schools Inspectorate  
First Floor, CAP House  
9-12 Long Lane  
London  
EC1A 9HA

**Telephone:** 020 7600 0100

**Email:** info@isi.net

The school recognises its duty to ensure it provides Ofsted and ISI on request with a written record of all complaints made during any specified period and the action that was taken as a result of each complaint.

Date Policy Reviewed:	4 May 2011
Date of Next Review:	May 2012
Person(s) Responsible for Review:	SLT
Signature of Review(s)	

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FORMAL COMPLAINTS RECEIVED FOR 2009/10 ACADEMIC YEAR = 0