

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

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.

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.
- Normally the Headmaster will meet with the parents concerned to discuss the complaint within 7 days of receiving it, where possible.
- 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 28 days.
- 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 21 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 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 7 days of the hearing.
- The Panel will, within 28 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.

- 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.
- A list of complaints, made during the previous two years, is available to ISI or Ofsted on request.

CONTACT DETAILS AVAILABLE TO PARENTS OF EYFS CHILDREN

OFSTED (for parents of Pre-Nursery pupils aged 2):

Address:

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

Helpline: 08456 404040

Email: complaints.peu@dcsf.gsi.gov.uk

ISI (for parents of 'rising 3s' in Pre-Nursery, all Nursery and Reception pupils):

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: 14th January 2010
Date of Next Review: September 2011
Person(s) Responsible for Review: SLT

Signature of Review(s)	
------------------------	--

FORMAL COMPLAINTS RECEIVED FOR 2008/9 ACADEMIC YEAR = 0