



## St. Helen's College

### Complaints Procedure

**This is a whole-school procedure which includes the Early Years Foundation Stage**

#### Introduction

The school has long prided itself on the quality of the teaching and pastoral care provided to its pupils. However, if parents of pupils at the School do have a complaint, they can expect it to be treated by the school in accordance with this procedure.

This complaints procedure applies to the parents of pupils currently registered at the school, including the Early Years Foundation Stage (EYFS). The procedure does not apply to parents of prospective pupils, nor to past pupils unless the complaint was initially raised when the pupil was still registered.

Parents should note that they have a right to make a complaint to Ofsted\* (in the case of the EYFS) or to the Independent Schools Inspectorate\*\*.

#### 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 alone, it may be necessary for him/her to consult the Deputy Head, Head of Lower School or Head.
- Complaints made directly to the Deputy Head, Head of Lower School or Head will usually be referred to the relevant Form Teacher as appropriate unless the Deputy Head, Head of Lower School or Head deems it appropriate for him/her to deal with the matter personally.
- The Form Teacher, Deputy Head, Head of Lower School or Head will make a written record of all concerns and complaints and the date on which they were received, and will acknowledge receipt of the complaint in writing within 48 hours. Should the matter not be resolved within ten days, or in the event that the Form Teacher, Deputy Head, Head of Lower School or Head 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.
- In all cases, the Head will be kept informed of the progress of all complaints in the most timely manner.

### 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 Head. The Head will acknowledge receipt of the complaint in writing within 48 hours and will decide, after considering the complaint, the appropriate course of action to take.
- In most cases, the Head will meet the parents concerned, normally within five 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, or a person appointed by the Head, to carry out further investigations.
- The Head, or a person appointed by the Head, will keep written records of all meetings 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/her decision.
- Written complaints about the fulfilment of the EYFS requirements will be investigated and the complainant notified of the outcome of the investigation 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 should inform the Head in writing. The Head will acknowledge receipt of the complaint in writing within 48 hours, and will convene and refer the complaint 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, at least one of whom shall be independent of the management and running of the school. Each of the Panel members shall be appointed by the Proprietors. The Chair of the Panel, on behalf of the Panel, will then acknowledge the complaint and schedule a hearing to take place as soon as practicable and normally within fifteen 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 not later than three 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 facts they consider relevant, the Panel will reach a decision and may make findings and recommendations, which it shall complete within five 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 Head and, where relevant, the person complained of within five days of the hearing, and will be available for inspection on the school premises by the proprietors and the Head.

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Parents can be assured that all concerns and complaints will be treated seriously and confidentially except where the Secretary of State or a body conducting an inspection under section 108 or 109 of the 2008 Act requests access to them. 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. 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. The record of complaints must be made available to Ofsted and ISI on request.

A written record will be kept of all complaints made in writing under the formal part of the procedure. The record will state whether they were resolved at the preliminary stage or proceeded to a panel hearing, and record action taken by the school as a result of these complaints (regardless of whether they were upheld). Such records will be held in accordance with our Privacy Policy and Retention of Records Policy.

During the academic year 2017-2018 four complaints were made, all of which were resolved at the informal or formal stage.

\*<https://contact.ofsted.gov.uk/onlinecomplaints>

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Author(s)	SVS
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