



## Highfields Independent School and Day Nursery

### Complaints Policy

Last Reviewed:	June 2017	Approved on:	7.06.17
Committee Responsible:	Pupil and Personnel		
Approved by:	Full Gobs	Next Review:	31.01.19

The Staff at Highfields School are dedicated to giving every child the best possible education, whilst also caring for their health, safety, and welfare at all times. The School is committed to working closely with parents and encourages both parties to work in partnership with each other, being fully aware of their own responsibilities that enable pupils to gain the most from their time in School. The School acknowledges that from time to time, parents may feel that something is not going quite as they might expect, or that the School is doing something about which a parent is not happy, and sometimes the School may be omitting to do something which a parent thinks they should. This Policy sets out the procedures for raising concerns or complaints with the School.

A complaint is classed as any matter about which a parent of a pupil is unhappy and seeks action by the school.

### **A Stage 1 – Informal Resolution**

1. It is hoped that most concerns will be resolved quickly and informally.
2. If parents have a complaint or concern, they should normally contact the relevant Form teacher. In many cases the matter will be resolved at this point to the parents' satisfaction.
3. Concerns made directly to the Head or other senior staff will usually be referred to the relevant Form teacher.
4. The Form teacher will make a written record of all concerns and the date on which they were received. Should the matter not be resolved within a week or in the event the Form teacher and the parent fail to reach a satisfactory resolution, then parents will be advised to proceed to Stage 2.

### **B Stage 2 – Formal Resolution of a Complaint**

5. If the concern cannot be resolved on an informal basis, then the parents should put their complaint or concern in writing to the Head at which point the school shall treat it as a complaint. The Head will decide, after consideration, the appropriate course of action to take. In most cases the Head will speak with the parents concerned within 7 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 to carry out further investigations.
6. The Head will keep written records of all meetings and interviews held in relation to the complaint. The Head will use all reasonable endeavours to conclude his investigations within 14 days of receiving the complaint and will communicate his decision to the complainant in writing within 7 days thereafter.
7. If parents are still not satisfied with the decision they should proceed to Stage 3.

### **C Stage 3 – Holding of a Panel Hearing**

8. If the complaint is still unresolved, a panel hearing will be held which allows for a parent (or parents) to attend and be accompanied if they wish. The Panel will be appointed by the Board of Governors, and will consist of at least three people who are not directly involved in the

matters detailed by the complaint. One panel member must be independent of the management and running of the school. A copy of all panel findings and recommendations will be provided to the complainant and, where relevant, the person complained about, and will be available for inspection on the school premises by the Board of Governors and the Head.

9. In the absence of exceptional circumstances, the panel will respond to the complaint in writing within 14 days of its receipt.

#### **D All Complaints**

10. All written complaints which fall under the formal part of the procedure will be logged and a note will be made of whether they are then resolved or proceed to a panel hearing as well as a record of the actions taken because of the complaint. They will be kept for at least three years.
11. Correspondence, statements, and records relating to individual complaints will be kept confidential except in so far as is required of the school by where disclosure is required in the course of the school's inspection; or where any other legal obligation prevails. The school will supply ISI and/or Ofsted with a written record of complaints and their outcomes on request.
12. ISI may be contacted on [www.isi.net](http://www.isi.net) or on telephone number: 020 7600 0100.
13. The complaints procedure does not cover exclusions.

#### **E Early Years Foundation Stage (EYFS)**

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. The record of complaints will be made available to ISI on request.

Parents who have a complaint in respect of the School's EYFS provision (Transition and Reception Classes) may contact the Independent School's Inspectorate (ISI) as above .

Ratified by the Board of Governors: April 2016

Richard Thomson

Headmaster