

LANESBOROUGH PREPARATORY SCHOOL

COMPLAINTS PROCEDURE

Introduction

1. Lanesborough is proud of the quality of teaching and pastoral care provided to its pupils. As part of our provision, we aim to actively promote the fundamental British values of democracy, the rule of law, individual liberty and mutual respect and to develop tolerance and understanding towards each other. If parents do have a complaint, they can expect it to be treated in accordance with the procedure laid out below. Our intention is to fulfil our School's Aims and Objectives.
2. This policy is applicable to all pupils, including those in the Early Years Foundation Stages and is available on the School website and on request from the Bursar.

Stage 1 – Informal Resolution

3. The following steps make up the informal resolution stage:
 - 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's class teacher. In many cases, the matter will be resolved straightaway by this means to the parents' satisfaction. If, however, the class teacher cannot resolve the matter alone, it may be necessary for him/her to consult the Deputy Head with responsibility for complaints ('Deputy Head'), who will determine how best to address the issue.
 - Complaints made directly to the Head will usually be referred to the Deputy Head unless the Head deems it appropriate for him/her to deal with the matter personally.
 - The class teacher or Deputy Head 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 fourteen days during term time, or within fourteen days of the start of term following the Christmas, Easter, Summer of October half term in the case of complaints made during a holiday**, or in the event that the Deputy 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.

Stage 2 – Formal Resolution

4. If the complaint cannot be resolved on an informal basis, then the parents should put their complaint in writing to the Deputy Head, who will decide, after considering the complaint, the appropriate course of action to take. The following process will be followed during stage 2:
 - In most cases, the Head will meet or speak to the parents concerned, normally **within seven 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.
- The Head will keep a written record 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.
- If parents are still not satisfied with the decision, they should proceed to Stage 3 of this procedure.

Stage 3 – Panel Hearing

5. 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 following process will be followed:
 - 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 Governing Body. 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 twenty days**.
 - If the Panel deems it necessary, it may require that further particulars of the complaints or any related matter be supplied in advance of the hearing. Copies of such particulars shall be supplied to all parties not later than **five** 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 recommendations, which it shall complete **within seven 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 including any recommendations will be sent in writing to the parents, the Head, the Governors and, where relevant, the person against whom the complaint was made.

Notes:

- a. Parents can be assured that all concerns and complaints will be treated seriously and confidentially. Correspondence, statements and records will be kept confidential except to the extent required by paragraph 6(3) (f) of the Education (Independent Schools Standards) (England) Regulations 2003 (as subsequently amended), by the Secretary of State or where disclosure is required by the ISI under Section 162A of the Education Act 2002 (as amended) or under other legal authority.
- b. A copy of the findings and recommendations of the Complaints Panel will be:
 - (i) provided to the complainant and, where relevant the person complained about: and
 - (ii) available for inspection on the School premises by the proprietor and the Head.
- c. A written record is kept of all complaints, and of whether they are resolved at the preliminary stage or proceed to a panel hearing.
- d. Written complaints relating to the requirements under the statutory framework for the EYFS: Concerned EYFS parents follow the correct procedures outlined in the EYFS Policy and may contact the Head of Lanesborough and if appropriate, Ofsted on; enquiries@ofsted.gov.uk or on 03001231231, for further clarification if necessary.
- e. Lanesborough School will provide Ofsted, on request, with a written record of all complaints made during any specified period, and the action which was taken as a result of each complaint. The record of any such complaints will be kept for at least 3 years.
- f. In the academic year 2018-19 there were no formal complaints.

Date of last review:	Trinity 2019
Reviewed by:	Bursar
Date of next review:	Trinity 2020