



Oakhyrst Grange School

COMPLAINTS PROCEDURE

Introduction

Oakhyrst Grange School has long taken pride in the quality of the teaching and pastoral care that the school provides to its pupils. However, if parents do have a complaint, they can expect it to be treated by the School in accordance with this Procedure.

The School Complaints Procedure is available for inspection by both current and prospective parents and can be found on the School website, in the School, and hard copies can be provided on request from the School Office. This procedure is appropriate for use for all complaints relating to children throughout the setting from EYFS to Year 6.

Stage 1 – Informal Resolution

- It is hoped that most complaints and concerns will be resolved quickly and informally. Such complaints and concerns to be investigated and resolved within **7 working days** under these circumstances.
- 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. This to be concluded and resolved within **7 working days**.
- The school will keep a confidential written record of all complaints whether they are resolved at the preliminary stage or proceed to a panel hearing. All records will be completed and logged within **48 hours** of receipt.
Confidentiality will be respected in all cases, except where access is required by the Secretary of State (in practice DCSF) or by Inspectors operating under Section 162a of the 2002 Act.
- If the Form teacher cannot resolve the matter alone, it may be necessary for him/her to consult the Deputy Headmaster or the Headmaster. After the initial 7 working days the Form teacher should take no more than **48 hours** to have this consultation.
- Complaints made directly to the Deputy Headmaster, or the Headmaster will usually be referred to the relevant Form teacher unless the Deputy Headmaster or the Headmaster deems it appropriate for him/her to deal with the matter personally. The proceeding timescales will apply.
- The Form Teacher 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 7 working days, or in the event that the teacher 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

- If the complaint cannot be resolved on an informal basis, then the parents should put their complaint in writing to the Deputy Headmaster or the Headmaster. The Headmaster will decide, after considering the complaint, the appropriate course of action to take. This decision will be made within **2 working days** of receipt of a written complaint.
- In most cases, the Deputy Headmaster or the Headmaster will meet or speak to the parents concerned, within **2 working 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 Deputy Headmaster or the Headmaster to carry out further investigations.
- The Deputy Headmaster or the Headmaster will keep written records of all meetings and interviews held in relation to the complaint. Such records will be kept confidentially, except in cases where information is requested by the Secretary of State.
- Once the Deputy Headmaster or the Headmaster 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 (**within 5 working days** of the Deputy Headmaster or the Headmaster receiving the complaint). The Deputy Headmaster or the Headmaster will also give reasons for his decision.
- Should the matter not be resolved within **7 working days**, then parents will be advised to 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 Bursar, 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 shall be independent of the management and running of the school.

- Each of the Panel members shall be appointed by the Chairman of Governors. The Bursar, on behalf of the Panel, will then acknowledge the complaint and schedule a hearing to take place as soon as practicable and within **6 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 **3 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 **7 working 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 Deputy Headmaster or the Headmaster, the Governors and, where relevant, the person complained of, within the same **7 working day** period.
- Parents can be assured that all concerns and complaints will be treated seriously and confidentially. **Confidentiality will be respected in all cases, except where access is required by the Secretary of State (in practice DCSF) or by Inspectors operating under Section 162a of the 2002 Act.**
- Where appropriate the School will inform Ofsted and ISI of all formal complaints and provide them with the relevant documentation within **3 working days** of receiving such a complaint. The Ofsted and ISI will be updated at each stage of the progress of the Complaint Procedure and will provide them with their conclusions at the end of the process within **3 working days**.

- Parents are advised that they can contact these bodies if they so wish - the details are below.

Correspondence, statements and records will be kept confidential.

Contact Details

Ofsted - Southern Regional Centre, Freshford House Redcliffe Way, Bristol BS1 6NL.
Tel: 08456 014772, email: enquiries@ofsted.gov.uk. Ofsted would normally have expected the school to have been contacted first.

The Independent Schools Inspectorate - ISI, CAP House, 9 – 12 Long Lane, London EC1A 9HA. Tel: 020 76000100 or contact ISI via their website, www.isi.net

AG Draft Proposal 04/09

AG Updated 06/09

AG Updated 09/09

AG updated 05/10