



# Oakhyrst Grange School

Oakhyrst Grange School is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. At this school we respect and value all children and are committed to providing a caring, friendly and safe environment for our pupils so that they can learn in a relaxed and secure atmosphere. We believe that every pupil should be able to participate in all school activities in an enjoyable and safe environment and be protected from harm. This is the responsibility of every adult employed by, or invited to deliver services at Oakhyrst Grange School. We recognise our responsibility to safeguard all who access school and promote the welfare of all of our pupils by protecting them from physical, sexual and emotional abuse, neglect and bullying.

## **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.

The Head or Deputy will notify the Chair of the Board of Governors within 24 hours of any formal complaint. The Chair of Governors will inform appropriate members of the Board of any formal complaints. It must be a consideration that some Board members must not be informed of any detail in order to be kept in reserve should an informal panel need to be formed.

The Head will inform the Full Governing Body as a part of the Head's Report to Governors of any formal complaints, or indeed any potential formal complaints from an early stage.

A written record will be kept of all complaints whether they are resolved following a formal procedure or proceed to a panel hearing. The written record of any action taken by the School as a result of those complaints, regardless of whether they are upheld, will be kept.

## 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 is 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 working 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 Head Teacher in the absence of the Head Teacher. After the initial 7 working days the Form teacher should take no more than **48 hours** to have this consultation.
- The Form Teacher or if necessary the Head 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 Head Teacher. The Head Teacher 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 Head Teacher 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 Head Teacher to carry out further investigations.

- The Head Teacher will keep written records of all meetings and interviews held in relation to the complaint in a Complaints Log Book along with electronic records. Such records will be kept confidentially, except in cases where information is requested by the Secretary of State.
- Once the Head Teacher 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 Head Teacher receiving the complaint). The Head Teacher 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 a Board Member, 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 Board Member, on behalf of the Panel, will then acknowledge the complaint and schedule a hearing to take place as soon as practicable and within **10 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 **10 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 Head Teacher, the Governors and, where relevant, the person complained of, within the same **10 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

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](http://www.isi.net)

[OFSTED – Piccadilly Gate Store Street, Manchester M1 2WD Tel: 0300 123 1231](#)

[Source for guidance in creating the policy/procedure:](#)

[The Independent School Standards - Guidance for independent schools \(publishing.service.gov.uk\)](#)

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