



# The Ryleys

Girls & Boys Preparatory School

## 33a Parental Complaints Procedure

**Monitoring:** Headteacher

**Named Person Responsible:** Mrs J Langford

**Reviewed:** April 2018

**Policy Review Date :** April 2021

## Complaints Procedure

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The Ryleys School has long prided itself on the quality of the teaching and pastoral care provided 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. This procedure applies to all complaints, whether within the Early Years Foundation Stage or the rest of the school. This policy is available for parents and prospective parents but the procedures only apply to current pupils.

### 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 contact their child's key person (EYFS), form teacher or tutor. In many cases, the matter will be resolved straightaway by this means to the parents' satisfaction. If the key person, form teacher or tutor cannot resolve the matter alone, it may be necessary for her/him to consult the Deputy Head or the Headteacher.
- Complaints made directly to the Deputy Head or the Headteacher will be referred to the relevant key person, form teacher or tutor unless the Deputy Head or the Headteacher deems it appropriate for him/her to deal with the matter personally.
- The key person, form teacher or tutor 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 one week or in the event that the form teacher or tutor **fails 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 parents should **put their complaint in writing** to the Headteacher. The Headteacher will decide, after considering the complaint, the appropriate course of action to take.
- The Headteacher will meet or speak to the parents concerned, within two 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 Headteacher to carry out further investigations.
- The Headteacher will **keep records** of all meetings and interviews held in relation to the complaint.
- Any documentation will be available on the school premises for inspection by the proprietor and the Headteacher.
- Once the Headteacher 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, normally within 10 days. The Headteacher will also give reasons for her decision.
- **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 will be referred to The School Business Manager and Clerk to the Governors, who has been appointed by the governors to call hearings of the Parental Complaints Panel.
- **The matter will then be referred to the Parental Complaints Panel for consideration.** The panel will consist of 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 Board of Governors.** The School Business Manager, on behalf of the panel, will then acknowledge the complaint and schedule a hearing to take place as soon as practicable and **within 14 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 two 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 14 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 to the parents, the Headteacher, the Governors and, where relevant, the person complained of. It will be available for inspection on the school premises by the proprietor and the Headteacher.**
- A written record of all complaints will be kept, including whether they were resolved at the formal stage or progressed to a panel hearing; also, what action was taken by the school as a result of the complaint, regardless of whether they were upheld.

In the case of complaints made regarding children in the EYFS, they must be investigated and the complainant notified of the outcome of the investigation within 28 days. The records of complaints must be available to Ofsted and ISI on request.

If the complaint is about the fulfilment of the EYFS requirements then parents may complain to Ofsted and or the ISI:

This may be done through the ISI website at [www.isi.net](http://www.isi.net) or by writing to:

**The Independent Schools Inspectorate**

CAP House  
9 – 12 Long Lane  
London  
EC1A 9HA  
Tel: 020 7776 0100

OR

**Ofsted**

Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

**Parents can be assured that all concerns and complaints will be treated seriously and confidentially. Correspondence, statements and records will be kept confidential 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; where disclosure is required in the course of the school's inspection; or where any other legal obligation prevails.**

## **Record Keeping**

All informal complaints and concerns are logged by the member of staff involved. The Headteacher will maintain a complaints folder and record details within the complaints log which is kept in the Complaints Folder. Complaints against staff are also recorded in the staff files. A member of the Governing Body will review these records of complaints annually. A record of any resolution made must be recorded, detailing the stage at which the complaint was resolved and any action taken by the school as a result of the complaint. Pupils whose parents make complaints in good faith will not be penalised in any way. Please see Appendix B for a proforma for the Log of Formal Complaints.

## **Confidentiality of Correspondence, Statements and Records**

Parents can be assured that all complaints and concerns will be treated seriously and confidentially. Correspondence, statements and records relating to individual complaints will be kept confidential except where the Secretary of State or inspecting body under section 1109 of the 2008 Act requests access; where disclosure is required in the course of the School's inspection; or where other legal obligation prevails.

## **Exclusion of Pupils**

Details of our policy with regards to exclusions can be found in the Discipline and Sanctions Policy, 2016.

## **Footnotes to Complaints Procedure:**

1. In the event that a complaint involves or relates to a teacher, then the teacher will be kept fully informed in writing of the procedure being adopted in relation to the management of the complaint and supplied with copies of all documentation.
2. In the event of a Panel Hearing, the teacher will have the right to make representations to the Panel.
3. The Designated Safeguarding Governor, currently Mrs Anne-Marie Hudson, will, as a matter of course, produce an annual report on the school's effectiveness and compliance with Safeguarding issues and such issues will be an item on the agenda of all formal Governors' meetings.
4. As we have an EYFS provision we are mindful that we must meet the following regulatory requirements;
  - the record of complaints is kept for at least three years
  - parents are provided with details for contacting Ofsted (and ISI) and an explanation that parents can make a complaint to Ofsted (and/or ISI) should they so wish. Ofsted address – Piccadilly Gate, Store Street, Manchester, M1 2WD. General Helpline – 0300 123 1231. Independent Schools Inspectorate, CAP House, 9-12 Long Lane, London, EC1A 9HA. General Helpline – 020 7600 0100.
  - to notify complainants of the outcome of an investigation within 28 days of having received the complaint.
  - that the setting must provide Ofsted (and ISI), 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.
5. School holidays – please note that responses to complaints may take longer during school holidays when staff are away. They will be dealt with as soon as practical.



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**Appendix A: Parental Complaint Form**

Complaint made by:

Date of complaint:

Nature of complaint:

The information below should contain specific detail, including:

- The nature of the complaint;
- Who the complaint is being made against;
- Time and date of the nature of the complaint.

Nature of Complaint:

Signed:  
(Complainant)

