

Title: Complaint Procedure - Parents			
Ref.:	GEN003	Rev.:7	Date: Dec 2020

# COMPLAINT PROCEDURE (33A) – PARENTS

## Including the EYFS

Rev.	Date	Amendment	Approved By:	Authorised By:
7	December 2020	Review – No fundamental changes	JL	RU
6	February 2019	Timeframes for Stage 3 complaints updated. EYFS complaints section included	JL	RU
5	Sept 2018	Review – Update of Ofsted Details	SH	RU
4	Jan 2017	Review – ISI Numbering Added	SH	RU
2	Dec 2014	Review and revision	RW	

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## 1 Complaint Procedure - Parents

At the heart of Yateley Manor is concern for the well-being of our pupils. We want to do our best for them and we listen to them and to our parents. We do our best but at times we get it wrong and we want you to tell us when we do. That way we can improve what we do, not just for you and your child, but for others as well. We take all complaints very seriously and are grateful to everyone who brings shortcomings to our notice. We regard a complaint as a form of unpaid quality control.

A complaint will be treated as an expression of genuine dissatisfaction which needs a response.

We wish to ensure that:

- parents wishing to make a complaint know how to do so
- we respond to complaints within a reasonable time courteously and efficiently
- parents realise that we listen and take complaints seriously
- we take action where appropriate

We promise that in no case will any pupil be treated differently or discriminated against because that pupil's parents have made a complaint.

### 1.1 Complaints regarding EYFS

The school keeps a separate log of complaints regarding the EYFS. This log will be available to Ofsted/ISI and other inspection bodies when appropriate.

Parents should follow the school procedures list in section 2.

The timescales for complaint resolution in the EYFS is different to the main school. Parents will be informed of the outcome of any investigations within 28 days of their complaint being made.

## 2 “How do I make a complaint?”

Talk directly to a member a staff, write a letter or note in your child's record book, or telephone. Be as clear as possible about what is troubling you. In virtually all cases you should be able to sort things out quickly, with the minimum of fuss.

Any member of staff will be happy to help. It will usually be best to start with the person most closely concerned with the issue; however, you may prefer to take the matter directly to a more senior member of staff, for example, one of the Deputy Heads or the Head. If you have a concern regarding individual teaching you should normally talk to the teacher concerned, then the Head of Department, then the Academic Deputy and then the Head. If your concern is

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about behaviour and pastoral matters you should contact the Form Tutor first, then the Head of Year, then the Pastoral Deputy and then the Head.

### **3 “What will happen next?”**

#### **3.1 Stage 1 – Informal Resolution**

In many circumstances, the matter will be resolved informally straight away to everyone’s satisfaction. In other cases the person you contact will need to discuss the matter with a colleague, or colleagues, and consider it further before responding. You will be given a response within 48 hours. If a detailed exploration of the issues is needed, a letter or report will be sent to you within one week. This will tell you of the outcome of your complaint. It will explain the conclusion, the reasons for it, and any action taken or proposed.

The teacher concerned 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 month, or should the teacher and the parent fail to reach a satisfactory conclusion then parents will be advised to proceed to stage 2 of this procedure.

#### **3.2 Stage 2 Formal Resolution**

If the complaint cannot be resolved on an informal basis the parents should put their complaint in writing to the Head, who will then decide, after considering the complaint, the appropriate course of action.

In most cases the Head will meet, or speak to, the parents concerned, normally within one week of receiving the complaint. If possible, a resolution will be reached at this stage.

The Head may need to carry out further investigations.

The Head will keep written records of all meetings and interviews held in relation to the complaint.

Once the Head is satisfied that, as far as practicable, all of the relevant facts have been established, a decision will be made and parents informed of this in writing, with the reasons within two weeks.

If parents are still not satisfied with the decision they should proceed to stage 3 of this procedure.

#### **3.3 Stage 3 Panel Hearing**

If parents seek to invoke stage 3, following failure of an earlier resolution, they should write to the Chairman of the Governing Board who will refer the matter to the Complaints Panel for consideration.

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The Panel, appointed by the Board of Governors, will consist of at least three people not directly involved in the matters detailed in the complaint, one of whom shall be independent of the management and running of the school. The convenor of the Panel will then acknowledge the complaint and schedule a hearing to take place as soon as practical, and normally not later than one month of working term.

If the Panel deems it necessary it may require further particulars of the complaint or any related matter to be supplied in advance of the hearing. Copies of all such particulars shall be supplied to all parties not later than 14 days prior to the hearing.

The parents may be accompanied to the hearing by one other person, who may be a teacher, relative 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 is carried out. After consideration of all facts they consider relevant, the Panel will reach a decision and may make recommendations, which it shall normally complete within 14 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 shall be final. The Panel's findings, and any recommendations, will be sent in writing to the parents, the Head, the Governors, and, where relevant, the person complained of.

#### **4 The Role of Ofsted/ISI**

Parents may complain to Ofsted/ISI if the complaint concerns the fulfilment of the EYFS requirements.

Parents will be notified by the school once we have been notified by Ofsted/ISI. Once the final inspection report has been provided, it will be supplied to parents of all children at the school including those attending the EYFS setting.

**Ofsted's** helpdesk number is 0300 123 1231 and e-mail is [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)

#### **Independent Schools Inspectorate,**

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