



TAVERHAM HALL

Preparatory School

Complaints Policy & Procedure **(includes provision for parents of pupils in the EYFS)**

Taverham Hall 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.

A complaint is an expression of dissatisfaction with a real or perceived problem. A complaint may be made if a parent thinks that the school has, for example,

- done something wrong
- failed to do something it should have done
- acted unfairly or improperly

The school takes all such matters seriously and guarantees to deal with them promptly and thoroughly and inform parents of the outcome in writing within one week.

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 normally contact their child's class teacher or tutor. In many cases, the matter will be resolved straight away by this means to the parents' satisfaction. If the class teacher or tutor cannot resolve the matter alone, it may be necessary to consult the Deputy Head, the Head of Pre-Prep and the Head.
- Complaints made directly to the Deputy Head or Director of Studies will usually be referred to the relevant class teacher or tutor unless the Deputy Head or Director of Studies deems it appropriate for him/her to deal with the matter personally.
- A written record will be kept of all concerns and complaints and the date on which they were received. Should the matter not be resolved within two weeks, or in the event that the member of staff involved and the parent fail to reach a satisfactory resolution then parents are advised to proceed with their complaint in accordance with stage 2 of this Procedure. Pupils are not to be penalised for making a complaint in good faith.

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 Headmaster. The Headmaster, or in his absence the Deputy Head, will decide, after considering the complaint, the appropriate course of action to take.

- In most cases, the Headmaster will meet or speak to the parents concerned, normally 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 Headmaster to carry out further investigations.
- The Headmaster will keep written records of all meetings and interviews held in relation to the complaint.
- Once 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. The Headmaster will also give reasons for his 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 Chair of Governors, who will call a hearing 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 Chair of Governors on behalf of the Panel, who will then acknowledge the complaint and schedule a hearing to take place as soon as practicable and normally within 10 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 seven 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 considered 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 and, if any, recommendations will be sent in writing to the parents, the Headmaster, the Governors and, where relevant, the person complained of.

A copy of the findings and recommendations will be available on the school premises for inspection by the Head.

The school keeps a written record of all complaints and whether they were resolved at the preliminary stage or proceeded to a panel hearing.

EYFS complainants will be notified of the outcome of an investigation within 28 days of having received the complaint.

Parents can be assured that all concerns and complaints will be treated seriously and confidentially. Complaints will be kept in file for a minimum of three years. Should parents wish to receive information on the number of formal complaints in the preceding school year please contact the school office.

Correspondence, statements and records relating to individual complaints are to be kept confidential except where the Secretary of State (in practice, DCSF) or a body conducting an inspection under section 162A of the 2002 Act as amended, requests access to them.

For parents of pupils in the EYFS, Ofsted and ISI can be contacted on the following link: enquiries@ofsted.gov.uk and parents are advised to make a complaint to these bodies should they remain dissatisfied with the result having been through the Stages above.

The complaints procedure above is available not only to parents but to all staff and boarders who are able to contact Ofsted on 08456 014772 for any concerns about welfare. Written contact details for both bodies can be seen at the end of this policy. As outlined above all complaints are regularly reviewed by the Head and discussed at the governing body meetings.

The school will inform prospective parents of the details of the complaints procedure and the number of complaints registered during the preceding school year.

Contact details:

OFSTED

Address: Piccadilly Gate, Store Street, MANCHESTER, M1 2WD

Education: 08456 40 40 45

Other enquiries: 08456 40 40 40

ISI

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