



# ST PETER'S

PREPARATORY SCHOOL

## Complaints policy

Updated on 05 November 2019  
by Charlotte Johnston  
(Head)

Approved by Head: *Charlotte Johnston*.

Date: 05 November 2019

# Complaints policy

This policy applies to parents of current pupils across the whole school, including EYFS. It is available to parents, staff and pupils via the website and on request.

The school is committed to receiving concerns and complaints in an open and supportive way. We seek to resolve complaints, anxieties and issues in a positive manner to the satisfaction of all parties.

## Defining a complaint

A complaint is any matter about which a parent of a pupil is unhappy and seeks action by the school. It may be made about the school as a whole, about a specific department or about a group or an individual. All complaints begin at stage 1 of the process detailed below. Complaints about the fulfilment of the EYFS requirements will be investigated and the complainant notified of the outcome of the investigation within 28 days.

## How to raise a concern or make a complaint

The vast majority of concerns can be resolved informally by speaking directly with your child's form tutor.

You are able to make a complaint at Stage 1 either in person, in writing or by phone to any member of staff. Ideally, your initial complaint will be made to your child's Form Tutor in respect of general academic and pastoral matters.

## Who will deal with a complaint?

All members of staff are encouraged to deal with parental concerns that lie within their area of responsibility. If they are approached about a matter that lies outside their remit, they will refer it to the appropriate person, and inform you that they have done so.

You may wish to go directly to the Head with your concerns. If you do, please understand that s/he will not be able to respond until s/he has consulted the staff that can help.

## Communications with you about your complaint

### Stage 1 (informal)

We will:

- clarify the nature of your complaint. If it is not obvious then we will give you time to explain;
- take each complaint seriously and ensure that you feel that your views matter;
- acknowledge a complaint immediately it is received;
- endeavour to resolve it at this initial stage within 5 working days.

### Stage 2 (formal)

- If the complaint cannot be resolved on an informal basis, then the parents should put their concern in writing to the Head. The Head will decide, after consideration, the appropriate course of action to take within 5 working days.
- We will consider the facts carefully and will not make hasty decisions. We will provide a detailed response not more than 21 working days after the date of your complaint.

- If a complaint is received immediately before or during the school holidays, it may be necessary, due to availability of those concerned, to delay attending to it until school has re-commenced, when the normal timescale will resume. This is why the response times to complaints are in 'working' days.

### Stage 3 (Panel Hearing)

- If your complaint is still not resolved please refer to section below.

### **Confidentiality**

Any complaint will be treated in a confidential manner and with respect. However, it may not be possible to investigate a complaint without identifying a member of staff or pupil, so we may need to discuss this with you.

Correspondence, statements and records relating to individual complaints are 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.

It is the school's policy that complaints made by parents should not rebound adversely on their children.

### **If your complaint is not resolved**

Provision will be made by the Head for a hearing before a panel appointed by, or on behalf of, the Owner, and consisting of at least three people who were not directly involved in the matters detailed in the complaint. One member of the panel will be a person of standing and relevant experience independent of the management and running of the school. Parents may attend the panel hearing, and be accompanied, if they so wish, although the person accompanying will be there in a support role and will not be permitted to intervene or contribute to proceedings.

The owner, Mr Jonathan Middleton, may be contacted via the school office.

The panel will make their findings and recommendations within 28 working days. The complainant, Owner and Head, and where relevant the person complained about, will be given a copy of any findings and recommendations and a copy will be available for inspection on the school premises by the proprietor and the Head.

For unresolved complaints relating to the fulfilment of the EYFS requirements only, parents may contact:

OfSTED National Business Unit  
Royal Exchange Buildings  
Manchester  
M2 7LA

0300 123 1231 or

ISI  
CAP House  
9-12 Long Lane  
London  
EC1A 9HA

0207 6000 100

**Record of Complaints**

A written record of all formal complaints (including those relating to EYFS and boarding) with actions is kept for at least 5 years, stating whether they were resolved at a preliminary stage or if they proceeded to a panel hearing. Additionally, the action taken by the school as a result of the complaint (whether upheld or not) is also recorded. All correspondence, statements and records relating to individual complaints are kept confidential, except where the Secretary of State or a body conducting a statutory inspection requests access to them.

**Number of formal complaints received**

<b>Academic year</b>	<b>Number of formal complaints received</b>
September 2016 - September 2017	1
September 2017 - September 2018	0
September 2018 - September 2019	1