



ST. PIUS X PREP. SCHOOL

COMPLAINTS POLICY

1. INTRODUCTION

We believe that our school provides a good education for all our children, and that the head teacher and other staff work very hard to build positive relationships with all parents. However, the school is obliged to have procedures in place in case there are complaints by parents. The following policy sets out the procedure that the school follows in such cases.

If any parent is unhappy with the education that their child is receiving, or has any concern relating to the school, we encourage that person to talk to the child's class teacher immediately, at the beginning or the end of the day.

2. AIMS AND OBJECTIVES

Our school aims to be fair, open and honest when dealing with any complaint. We give careful consideration to all complaints and deal with them as swiftly as possible. We aim to resolve any complaint through dialogue and mutual understanding and, in all cases, we put the interests of the child above all other issues. We provide sufficient opportunity for any complaint to be fully discussed, and then resolved.

3. THE COMPLAINTS PROCESS

The following system should be adhered to in the case of a parent/guardian wishing to make a complaint as follows:-

- a) Any parent wishing to take up a complaint with a class or subject teacher should see the teacher at the beginning or end of the school day.
- b) Any parent wishing to take up a complaint with the Management staff may see any of the people listed below at the beginning or end of the school day or by appointment through the school office:-

- **Head of Juniors**
- **Head of Infants**
- **Nursery Manager**

All the above are most willing to see parents informally, morning or afternoon, for a quick word or by appointment regarding any other matter pertaining to their dept.

4. STAGE 1 – INFORMAL RESOLUTIONS

- * **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 teacher. In many cases, the matter will be resolved straightway by this means to the parents' satisfaction. If the teacher cannot resolve the matter alone, it may be necessary to consult the head of department.**
- * **Complaints made directly to the head of department will usually be referred to the relevant teacher unless they deem it appropriate for him/her to deal with the matter personally.**
- * **The 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 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.**

5. 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. The Head will decide, after considering the complaint, the appropriate course of action to take.**
- * **In most cases, the Head will speak to the parents concerned, normally within 4 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 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, 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 Head 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.

6. STAGE 3 - PANEL HEARINGS

- * 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 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 3 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 Board will then, on behalf of the Panel, 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 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 20 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, recommendation will be sent in writing to the parents, the Head, the Governors and, where relevant, the person complained of.

Parents can be assured that all concerns and complaints will be treated seriously and confidentially. In all cases, incidents are to be dealt with within 28 days. Correspondence, statements and records will be kept confidential except in so far as is required of the school by paragraph 6(2)(j) of the Education (Independent Schools Standards) Regulations 2003; where disclosure is required in the course of the school's inspection; or where any other legal obligation prevails.

For EYFS please see separate policy pertaining to that department and note:
 Records of complaints are kept for three years.
 Details for contacting Ofsted or ISI in school office.
 Complainants will be notified of outcome of an investigation within 28 days.

The school will provide Ofsted with a written record of all complaints and subsequent actions.

**For the year 2009/10 there has been 1 formal complaint, so far.
No formal complaints in previous academic year 2008/9**

Miss B Banks 2010