

## **Parental Complaints Procedure A Whole School Policy including EYFS**

*“Twickenham Preparatory School seeks to create a safe, caring and happy Christian environment in which all pupils are valued and can thrive personally, socially and academically.”*

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## **1. Introduction**

Twickenham Preparatory 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 with care and in accordance with this Complaints Procedure.

The School makes its Complaints Procedure available to all parents of pupils including prospective pupils, on the school's website and in the school office during the school day. The School will ensure that parents of pupils and of prospective pupils who request it, are made aware that this document is published or available and of the form in which it is published or available.

In accordance with paragraph 32(1)(b) of Schedule 1 to the Education (Independent School Standards) Regulations 2014, Twickenham Preparatory School will make available to parents of pupils and of prospective pupils and provide, on request, to the Chief Inspector, the Secretary of State or an independent inspectorate, details of the complaints procedure and the number of complaints registered under the formal procedure during the preceding school year.

Although this procedure is made available to parents of prospective pupils, it is not available for use by them; it may only be used by parents of current pupils.

Complaints by parents of former pupils will be dealt with under this Complaints Procedure only if the complaint was initially raised when the pupil to which the complaint relates was still registered as a pupil at the School.

The only exception to this is if the complaint is a review of a decision taken by the Head to exclude or require the removal of a pupil under Clause 7.11 and 7.13 of the School's Terms and Conditions of Contract in which case such a review must be requested within seven days of the Head's decision being notified to the parents.

"Parent(s)" means the holder(s) of parental responsibility for a current pupil about whom the complaint relates.

## **2. What Constitutes a Complaint?**

A complaint is an expression of dissatisfaction with a real or perceived problem. It may be made about the School as a whole, about a specific department or about an individual member of staff, and any matter about which a parent is unhappy and seeks action by the School is within the scope of this procedure. A complaint is likely to arise if a parent believes that the School has done something wrong, failed to do something that it should have done or has acted unfairly.

Parents can be assured that all concerns and complaints will be treated seriously and confidentially. The School is here for your child and you can be assured that your child will not be penalised for a complaint that you (or your child) raises in good faith.

### **3. The Three-Stage Complaints Procedure**

#### **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 initially contact their son/daughter's Form Tutor or Class Teacher. In many cases, the matter will be resolved straightaway by this means to the parents' satisfaction.
- If the Form Tutor or Class Teacher cannot resolve the matter alone it may be necessary to consult the relevant Head of Department, Head of Pre-Prep, Deputy Head or the Head.
- Complaints made directly to the Head of Pre-Prep, Deputy Head or the Head will usually be referred to the relevant Form Tutor or Class Teacher unless the Head of Pre-Prep, Deputy Head or the Head deems it appropriate to deal with the matter personally.
- The staff 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 a reasonable period (one not normally exceeding 5 working days) or in the event that the relevant staff and the parents fail to reach a satisfactory resolution; then parents will be advised to proceed with their complaint in accordance with Stage 2 of this Complaints Procedure.
- If however, the complaint is against the Head, parents should make their complaint directly to the Chair of Governors, whose contact details are available from the School Office on request.

#### **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 meet/speak to the parents concerned to discuss the matter, within 5 working days of receiving the complaint. If possible, a resolution will be reached at this stage.
- It may be necessary for the Head or their nominee, 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 his/her decision. In most cases, the Head will make his/her decision and provide the parents with reasons within 28 working days of the complaint being put in writing.
- If the complaint is against the Head, the complaint should be made to the Chair of Governors. The Chair of Governors or their nominee will call for a full report from the Head and for all the relevant documents. The Chair of Governors or their nominee may also call for a briefing from members of staff, and will in most cases, speak to or meet with the parents to discuss the matter further. Once the Chair of Governors or their nominee is satisfied that, so far as is practicable, all of the relevant facts have been established,

the parents will be informed of the decision in writing. The Chair of Governors or their nominee will give reasons for his/her decision.

- If parents are still not satisfied with the decision, they should proceed to Stage 3 of this Complaints Procedure.

### **Stage 3: Panel Hearing**

- If parents seek to invoke Stage 3 (following a failure to reach an earlier resolution) they should do so in writing to the Chair of Governors within 7 working days of receiving the decision at Stage 2, setting out their grounds of appeal. Any supporting evidence which the parents wish to rely on should also be provided with their grounds of appeal.
- The Chair of Governors will refer the appeal to the 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 the day to day running of the School. The Complaints Panel will appoint one of the Panel members to act as the Chair of the Panel. The Chair of the Panel will then acknowledge the complaint within 5 working days and schedule a hearing to take place within 20 working days. The Panel will not normally sit during school holidays, unless the complaint is connected to EYFS.
- 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 five working days prior to the hearing.
- The parent/s may attend the hearing and be accompanied to the hearing by one other person if they wish. The Head shall also be entitled to be accompanied to the hearing by one other person if they wish. This may be a relative, teacher or friend. Legal representation will not normally be appropriate. The Panel will decide whether it would be helpful for witnesses to attend.
- The manner in which the hearing is conducted shall be at the discretion of the Panel.
- If possible, the Panel will resolve the parents' complaint 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 make findings as to whether or not the Stage 2 decision was a reasonable one and accordingly decide whether to:
  - Dismiss the complaint(s) in whole or in part
  - Uphold the complaint(s) in whole or in part
  - Make recommendations.
- The Panel will write to the parents informing them of its decision and the reasons for it, within 7 working days of the hearing (although additional time may be required if it is necessary to carry out further investigations following the hearing). The decision of the Panel will be final.
- A copy of the Panel's findings and recommendations (if any) will be sent by electronic mail or otherwise given to the parents, and where relevant, the person complained about as well as the Head and Chair of Governors. A copy of the Panel's findings and recommendations (if any) will also be

available for inspection on the School premises by the Chair of Governors and the Head.

#### **4. Timeframe for Dealing with Complaints**

All complaints will be handled seriously and sensitively and within clear and reasonable timescales.

It is in everyone's interest to resolve a complaint as speedily as possible: the School's target is to complete the first two stages of the procedure within 33 working days. Stage 3, the Appeal Panel Hearing, will be completed within a further 25 working days.

Please note that, for the purposes of this procedure, 'working days' refers to weekdays (Monday to Friday) during term time, excluding bank holidays. This means that during School holidays it may take longer to resolve a complaint although the School will do what is reasonably practicable to avoid undue delay. EYFS complaints are always dealt with according to the time-frames stated, irrespective of school holiday periods.

#### **5. Recording Complaints and Use of Personal Data**

Following resolution of a complaint, the School will keep a written record of all formal complaints, whether they are resolved at the formal stage (Stage 2) or proceed to a panel hearing (Stage 3) and any action taken by the School as a result of the complaint (regardless of whether the complaint is upheld).

The School processes data in accordance with its Privacy Notice (available on the School's website and on request from the School Office). When dealing with complaints the School (including any Panel member appointed under the Stage 3 process) may process a range of information, which is likely to include the following:

- Date when the issue was raised
- Name of parent
- Name of pupil
- Description of the issue
- Records of all the investigations (if appropriate)
- Witness statements (if appropriate)
- Name and contact details of member (s) of staff handling the issue at each stage
- Copies of all correspondence on the issue (including emails and records of phone conversations)
- Notes and minutes of the hearing
- The Panel's written decision.

This may include 'special category personal data' (as further detailed in the School's Privacy Notice and/or Data Protection Policy, but potentially including, for instance, information relating to physical or mental health) where this is necessary owing to the nature of the complaint. This data will be processed in accordance with the School's Data Protection Policy.

The School will keep records of formal complaints and Complaints Panel hearings, as required by regulation. It will do so in accordance with its Privacy Notice, Data Protection Policy and Data Retention & Storage Policy.

Correspondence, statements and records relating to individual complaints will be kept confidential except where the Secretary of State or a body conducting an inspection under section 109 of the Education and Skills Act 2008 requests access to them.

## **6. Pupil Complaints**

For information regarding the management of complaints from pupils:

**See Appendix 1**

## **7. Early Years Foundation Stage (EYFS)**

Parents of EYFS children should follow the three stages of this Complaints Procedure. If parents remain dissatisfied and their complaint is about the School's fulfilment of the EYFS requirements, then parents may take their complaint to the ISI or Ofsted. Parents will be notified by ISI or Ofsted of the outcome of the investigation into their complaint within 28 days of the complaint being received.

Twickenham Preparatory School will provide ISI/Ofsted, 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. The record of any such complaints will be kept in accordance with its Privacy Notice and Data Retention & Storage Policy.

Parents may complain directly to Ofsted and/or ISI if they believe the School is not meeting the EYFS requirements.

Ofsted  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

Independent Schools Inspectorate  
CAP House  
9 - 12 Long Lane  
London  
EC1A 9HA

Telephone: 0300 123 1231

Telephone 020 7600 0100

Email: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)

Email: [concerns@isi.net](mailto:concerns@isi.net)

## **Appendix 1: Pupils' Complaints**

The principles which apply to parental complaints should also be applied to complaints and concerns from pupils.

There are, however, differences in approach. One important difference from the handling of parental complaints is that pupils should be able to raise concerns with any member of staff with whom they feel comfortable, whether it be the form teacher, a member of the support staff, the Head of House or the Deputy Head.

In more complex situations, once the matter is resolved, the outcome should be discussed with the pupil by a member of staff. To make sure that is fully understood, a written record may be shared.

The school has a Pupil Council at which pupil representatives can raise complaints. At Council meetings, issues can be aired and discussed with members of staff. A suggestion box is readily available for pupils before such meetings so that they can raise areas of concern.

Complaints which appear trivial still need to be handled seriously. Young people may test the complaints procedures on relatively minor issues before finding the confidence to raise something painful, such as bullying.

If the issue is a painful one, or if exploration of it is taking time, a pupil may need support from another pupil or from an adult.

Complaints, and ways of dealing with them, also need to be explained to pupils. Personal, Social, Health & Economic Education (PSHE) programmes can be of use not only in teaching pupils how they may support and act as mentors to others, but also in encouraging them to understand that their views matter.