



# Complaints Policy

*Nisi Dominus Frustra* - Without the Lord, everything is in vain

## MISSION STATEMENT

To provide a quality all round education for all pupils which enables them to reach their true potential. Within a secure environment, based on clear Christian principles, children are encouraged to meet new challenges with confidence.

## AIMS

**To provide the best possible all round education for each pupil in the school by:**

1. enabling every child to achieve his/her full academic potential in small classes
2. helping all pupils to develop their individual personalities within the framework of a stimulating environment
3. providing a strong pastoral system which responds to the needs of the individual
4. developing a partnership, between home and school, by communicating the social and academic progress of each child to parents at regular intervals, through an all embracing system of parents' evenings, mid-term assessments, detailed end of term reports and personal contact
5. fostering many possible talents of the individual e.g. musical, artistic, sporting, dramatic or other, by providing an environment which motivates the child to explore the wide range of activities available at Rose Hill
6. encouraging positive relationships, good manners, social awareness, and a sense of responsibility and discipline in a supportive Christian community

## Statement

Any matter about which a parent of a pupil is unhappy and seeks action by the school is a complaint and, in the scope of the procedure, whatever the school labels it as. All complaints are handled seriously and all complaints are recorded. Complaints are treated confidentially and respectfully. It is the School's policy that complaints made by parents do not rebound adversely on their children.

This policy is applicable to all pupils, including those in the Early Years Foundation Stage. This policy is available to the parents of pupils via the school website or on request from the school office.

For the purpose of our Complaints Policy and procedures the term 'parents' includes guardians. The procedure does not apply to parents of prospective pupils. The complaints procedure does apply to past pupils if the complaint was initially raised when the pupil was still registered, and it does not cover exclusions.

At Rose Hill School we:

- Take all concerns and complaints seriously.
- Make every effort to deal with complaints informally and at an early stage, in the spirit of partnership.
- Written complaints about the fulfilment of the EYFS requirements will be investigated and the parent/complainant notified of the outcome of the investigation within 28 days. The record of complaints must be made available to Ofsted and ISI on request.
- Resolve all Stage 1 complaints within 28 working term-time days of the complaint being received and acknowledged.
- Ensure that complaints are dealt with in line with the procedures set out in this document.
- Ensure that complaints are resolved either to the complainant's satisfaction or with an otherwise appropriate outcome which balances the rights and duties of pupils.
- Ensure that, where appropriate, a full and fair investigation of the issue is undertaken.
- Ensure that no-one, including pupils, are penalised for making a complaint in good faith.



- Keep a written record, for at least three years, of all formal stage or panel hearings, the action taken and at what stage they were resolved.
- Review regularly at senior leadership level the written record of serious concerns or complaints and their outcomes. All action taken by the school as a result of these complaints (regardless of whether they are upheld) is kept by the Head.
- Correspondence, statements and records will be kept confidential except in as far as is required of the School by part 7, paragraph 25(k) of The Education (Independent School Standards, England) Regulations 2010; where disclosure is required in the course of the School's inspection (section 108 or 109 of the 2008 Act); or where any other legal obligation prevails.

A record of informal and formal complaints - and their outcomes - is kept by the Head, in both electronic and hard copy in her office. The record is reviewed regularly by the Head.

In the case of parents with pupils in the EYFS setting, should parents feel that the EYFS requirements have not been met in full, parents are also free to make a complaint to ISI/OFSTED if they so wish. Relevant contact details are set out below.

**ISI:** CAP House, 9-12 Long Lane, London EC1A 9HA  
Phone: 020 77768849 or e-mail via the ISI website: [info@isi.net](mailto:info@isi.net)

**OFSTED:** Piccadilly Gate, Store Street, Manchester M21 2WD  
Phone: 0300 123 1231 or e-mail [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)

**This policy is applicable to all pupils in our school including those in our EYFS setting. It is available to staff, pupils, and parents on the school's website and paper copies are available on request from the school office.**

### **Concerns and Complaints Procedure**

A vital aspect of working in a close partnership with parents is that we want to know when things are, in the view of parents, not going right. If you have any concerns about any aspect of your child's life at school, please contact an appropriate member of staff as soon as possible. We will take all such expressions of concern seriously and follow them up courteously and promptly. In any school things can go wrong but we want to do all we can to sort those things out.

Two things tend to make parents and pupils reluctant to express concerns:

- A fear that the School will not see the issue to be important. Please be assured, if it is important to you, it is important to us.
- A fear that a complaint may lead to repercussions for the pupil. Please be assured that under no circumstances will the School discriminate against a pupil because of expressions of concern or complaints. We are also very experienced in ensuring that, if other pupils are involved (e.g. in an allegation of bullying), there are no repercussions from other quarters.

### **Lines of Approach**

The relative importance of the complaint is the deciding factor in choice of approach.

Class Teachers/Form Tutors and/or Heads of Area will be the first point of contact. Areas are divided as follows:

- Head of Pre-Prep



- Head of Lower School (Years 3 – 5)
- Head of Upper School (Years 6 – 8)

Heads of Area will make a written record of all concerns and complaints and the date on which they were received.

Certain parents will wish to go straight to the Head with their concerns and this is respected. However, the Head will invariably be unable to respond until she has consulted staff who can help.

### **STAGE 1** *Informal Resolution*

Satisfaction for a complaint should come from any of the following:

- knowing that changes have been made and that matters will be different in the future
- knowing that the school is now alert to a possible problem
- feeling that the concern has been considered seriously
- an outcome which may be different from the one sought, but which is perceived to be well-considered
- a considered letter
- an apology

The school will respond to any complaint as quickly as possible and within at least 5 working days.

### **STAGE 2** *Formal Resolutions*

Should the matter not be resolved satisfactorily, parents will be advised to put the 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 the parents concerned within 7 working days to discuss the matter.

Hopefully, a resolution will be reached at this stage, although 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 and of whether it is resolved at the preliminary stage or proceeds to a panel hearing.

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 informed of this decision in writing within 14 working days of the initial meeting. The Head will give reasons for this decision.

If parents are not satisfied with the decision of the Head they should proceed to Stage 3.

### **STAGE 3** *Panel Hearing*

Parents will be referred to the Chairman 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 two Governors who are not directly involved in the matters detailed in the complaint, and one independent person who is not involved in the management and running of the school. Each of the panel members shall be appointed by the Chairman of Governors.

The Chairman will acknowledge the complaint and schedule a hearing to take place as soon as practicable and normally within seven days.

Parents may be accompanied to the hearing by one other person (e.g. friend or relative). Legal representation will not normally be appropriate.

If possible, the Panel will resolve the complaint immediately without the need for further investigation.



If further investigation is required, the Panel will decide how it should be carried out, will consider all relevant facts, will reach a decision and may make recommendations within seven days of the Hearing. The decision of the Panel will be final.

A copy of the Panel's findings and recommendations will be sent by electronic mail or otherwise, given to the complainant and, where relevant, the person complained of, and will be available for inspection on the school premises by the Chairman of Governors and Head.

Parents can be assured that all concerns and complaints will be treated seriously and confidentially. All action taken by the school as a result of these complaints (regardless of whether they are upheld) is kept by the Head. 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, as amended, requests access to them. This is in accordance with Part 7 paragraph 33 of the ISSRs 2014.

**Notes:**

Regarding the Independent member of the Complaints Panel, the view of the DfE is that suitable people would be those who have held positions of responsibility, who are used to analysing evidence and putting forward balanced arguments. Some standing in the local community would add credibility.

Schools are required to publish the number of complaints registered under the formal procedure during the preceding school year.

For the number of complaints registered under the formal procedure during the year 2016-2017, please ask at the office.

Reviewed: Autumn 2017: Reviewed by: Emma Neville: Next Review: Autumn 2018