



COMPLAINTS POLICY

(updated Summer 2017 - EJN)

IMPLEMENTATION

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.

NB. Complaints about the fulfilment of the EYFS requirements will be investigated and the complainant notified of the outcome of the investigation within 28 days. Complaints will be available to Ofsted and ISI on request. Parents of EYFS children may only complain direct to Ofsted/ISI if they believe that Rose Hill is not meeting EYFS requirements (contact details below).

This policy is available to the parents of pupils and prospective pupils via the school website or on request from the school office.

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 Resolution*

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 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 (eg. 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. 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 165A of the 2002 Act, as amended, requests access to them.



Additional Notes

- A written record of all complaints and of whether they were resolved at the preliminary stage or proceeded to a panel hearing will be kept for at least three years.
- Parents have the right to make complaints directly to the Department for Education and/or the Independent Schools Inspectorate. Those who have children in the Early Years Foundation Stage may also contact Ofsted.

Contact details are as follows:

The Complaints Manager
Ofsted
Piccadilly Gate
Store Street
Manchester
M1 2WD
e-mail: enquiries@ofsted.gov.uk

Independent & Boarding Team
Department for Education
Level 3
Bishopsgate House
Feethams
Darlington
DL1 5QE

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

- 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.

Number of complaints registered under the formal procedure during the year 2014-2015

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

The number of complaints dealt with at this stage in 2014-2015 was: none