



Keble Prep Complaints Policy and Procedure

No of 2 / 3 stage complaints during the academic year of 2018-2019 = 0

Introduction

Keble School has long prided itself on the quality of teaching and pastoral care provided to its pupils. However, if the parents of pupils or prospective pupils do have a concern or complaint, they can expect it to be treated by the School in accordance with this procedure. This document also applies to parents of boys in the Reception Class who come under the Early Years Framework. The procedures set out below may be adapted as appropriate to meet the policy aims and circumstances of each case. Certain procedures can only be carried out during term time.

Separate procedures apply in the event of a child protection issue or if the Head permanently excludes or asks parents to remove a pupil and the parents seek a Governor's' Review of that decision.

The School makes its complaints procedure available to parents on the School's website and in the school office during the school day, and the School will ensure that parents of 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.

We aim to resolve any complaints in a timely manner. This policy sets out clear timescales for each stage are set out below in the relevant paragraphs.

Stage 1 - Informal Resolution

It is hoped that most concerns and complaints will be resolved quickly and informally. This policy allows for a complaint to be made and considered initially on an informal basis.

If parents have a complaint they should notify the School at the earliest opportunity by contacting their son's **Class or Form Teacher**. In many cases, the matter will be resolved by this means to the parents' satisfaction. If the Class or Form Teacher is not able to resolve the matter it may be necessary to consult the Head of Department/Deputy Head/Head

Complaints made directly to [a head of department/the Deputy Head/the teachers] will usually be referred to the relevant Form teacher unless the head of department/the Deputy Head/the Head deems it appropriate for him/her to deal with the matter personally.

A written record will be made of all concerns and complaints and the date on which they were received.

Complaints Procedure Last Review September 2019 Next Review September 2020

Should the matter not be resolved immediately, receipt of the complaint will be acknowledged within 5 days and a response provided within 10 working days. If a response cannot be provided within that time, or in the event that the Class/Form Teacher/Deputy Head/Head and the parent fail to reach a satisfactory resolution, then parents may proceed with their complaint in accordance with Stage 2 of this procedure.

Stage 2 - Formal Resolution

If the complaint cannot be resolved on an informal basis or the parent is not satisfied with the response to the complaint made 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. In most cases, the Head will arrange to meet the parents concerned, normally within 5 school 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, in which case he/she will appoint a member of the Senior Leadership Team, not themselves involved in the complaint, to investigate and report back to him/her in writing, and a definitive answer will be given within 10 further working days.

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 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 the decision that has been named.

If parents are still not satisfied with the response to the complaint that has been made, they should proceed to Stage 3 of this Procedure by writing to the Clerk to the Governors at the School's address within 10 school days of receiving the Head's decision. (If the complaint is against the Head, parents should make their complaint **directly** to the Chairman of Governors)

The Chairman of Governors will call for a full report from the Head and for all the relevant documents. The Board should proceed to Stage 3 of this procedure.

Stage 3 - Panel Hearing

If parents wish to invoke Stage 3 (following a failure to reach an earlier resolution), they will be referred to the Chairman of the Governing Body, who has been appointed by the Governors to convene hearings of the Complaints Panel.

The matter will then be referred to the Complaints Panel for consideration. The Board of Governors will make provision for a hearing before a panel appointed by the Board. It will consist of at least three people where were not directly involved in the matters detailed in the complaint. The Board will also ensure that one panel member is independent of the management and running of the School. To obtain the services of

this independent person we will contact organisations such as the Chartered Institute of Arbitrators. The Chairman of the Panel will then acknowledge the complaint and schedule a hearing to take place as soon as practicable and normally within 15 school days of the referral. The Panel and the complainant will agree a mutually convenient but binding timetable of events.

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 school days prior to the hearing.

The hearing allows for a parent (or parents) to attend may be accompanied to the hearing by one other person. This may be a relative, teacher or friend. Legal representation will only be permitted in exceptional circumstances.

The panel will aim to provide findings and recommendations and stipulates that a copy of those findings and recommendations are provided to the complainant and, where relevant, the person complained about and available for inspection on the school premises by the Board and Head Teacher.

The Panel will inform the Head and Governors, the person complained about (where relevant) and will write formally to the parents informing them of its decision by electronic mail or letter within 10 school days. The decision of the Panel, which will also be available for inspection on the School premises by the Governors and the Head, will be final.

The Board will provide a written record to be kept of all complaints whether they are resolved following a formal procedure or proceed to a panel and a record of the actions taken by the school as a result of those complaints (regardless of whether they are upheld.)

If possible, the Panel will resolve the parents' complaint at the hearing without the need for further investigation. Where further investigation is required, the Panel will decide how it should be carried out and determine appropriate timescales. After due consideration of all the relevant facts, the Panel will reach a decision and then make their recommendations.

Timeframe for Dealing with Complaints

All complaints will be handled seriously and sensitively. Any complaint will be acknowledged within five school days. 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 28 school days.

The Appeal Panel Hearing at the third stage will be completed within a further 28 school days where reasonably practicable.

Written complaints about the fulfilment of the EYFS requirements in Reception must be investigated and the complainant notified of outcome of the investigation within 28 days. The records of the complaint must be available to Ofsted and ISI on request.

Records of complaints

Written records of all complaints that proceed to stages 2 or 3 will be kept, including details of which stage the complaint was resolved and the action taken by the School as a result of the complaint. All Records of complaints will be kept for at least six years.

Parents can be assured that all concerns and complaints will be treated seriously

Confidentiality

Parents can be assured that all concerns and complaints will be treated in the strictest confidence. Correspondence, statements and records will be kept confidential except where the School is legally obliged to disclose the documents to the Secretary of State or a body conducting an inspection under section 108 or 109 of the Education Act 2008 requests access to them.

Complaints to Ofsted/ISI

Keble 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 for at least six years.

Parents of boys in the Reception class can also make their complaint to Ofsted and/or the Independent Schools Inspectorate using the information below. Ofsted and/or ISI will usually expect parents to have followed the School's formal complaints procedure before contacting them:

Ofsted

Ofsted National Business Unit
Royal Exchange Building
St Anne's Square
Manchester M2 7LA
Helpline: 08456 404040
Website: www.ofsted.gov.uk/parents

ISI

Independent Schools Inspectorate
CAP HOUSE
9-12 Long Lane
London
EC1A 9HA
Tel 020 7600 0100

Complaints Procedure Last Review September 2019 Next Review September 2020