



COMPLAINTS PROCEDURE POLICY

In line with the Education (Independent School Standards) (England) Regulations 2003 and the Children Act Regulations (October 2005, HMI 2573) we are asked to provide parents at the school with a written Complaints Procedure. This procedure applies to pupils in the Main School and in the Foundation Stage and is outlined below.

1. Any problem or concern should be raised in the first instance with the class teacher, who will make every effort to resolve your problem promptly at this informal stage. If your complaint is with the teacher speak directly to the Head Teacher. Most complaints can best be resolved through informal discussion, although it may be necessary to book an appointment in order to avoid interruption to teaching time and other duties.
2. If your concern is about an action by the Head Teacher personally you can discuss the matter informally with the Chair of Governors. The Chair of Governors will then investigate your complaint and may seek to resolve the matter through discussion with yourself and the Head Teacher.
3. If following any such informal discussions you are dissatisfied with the response then you may wish to put your concerns in writing to the member of staff, Head Teacher or Chair of Governors.
4. The Head Teacher or the Chair of Governors will investigate the complaint and invite you to a meeting to discuss the findings (or provide a written response) normally within 10 school days of your letter.
5. If you are dissatisfied with the outcome you may wish to put your concerns in writing to the Chair of Governors. He will convene a meeting with three people who were not directly involved in the matters detailed in the complaint to address the issues raised by you. This will normally be arranged within fifteen school days of your complaint being received, depending on the availability of all concerned. You may be invited to speak to the panel and can be accompanied by a friend or representative. After the meeting you will be advised of the outcome. This will normally be within 10 school days of the meeting.
6. Written records of complaints, action taken and outcomes will be retained by the school for a period of 3 years and a summary will be sent to the complainant.
7. Correspondence, statements and records relating to individual complaints are to be kept confidential except where the Secretary of State or a body conducting an inspection under section 162A of the 2002 Act, as amended, requests access to them.
8. For parents of pupils in the Foundation Stage any complaints that are not resolved at this stage may also be referred to Ofsted Early Years. (*See addresses overleaf*)

The number of formal complaints registered during the year 2008 -2009 is NIL

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