



Dair House School Complaints Policy



Monitoring: Head/Bursar Updated: December 2018 Review: August 2019

This policy is effective throughout the school, from the EYFS to Year 6.

Introduction

The Governors and staff of Dair House School have the shared intention that the quality of the teaching and pastoral care provided to our pupils is of the highest quality. Nevertheless, the Governors have established a procedure whereby any parent(s) of pupils at Dair House School or who attended Dair House School when the complaint arose may raise the issue in a formal way and will have it dealt with fairly and efficiently in the manner outlined in this policy. Urgent complaints will be given priority.

Any matter about which a parent(s) is unhappy and seeks action by the Head after prior discussion with the relevant teacher is a complaint. With this in mind, 'concerns' will be considered as 'complaints' once they have reached the Headmaster.

Three-stage process

Stage 1: The informal stage

It is hoped that most complaints and concerns will be resolved initially quickly and informally. The Governors expect that any concerns experienced by parents will in the first instance be dealt with by way of informal discussion with the teacher concerned.

The teacher will make a written record of all the concerns and complaints and the date on which they were received, along with an agreed course of action and date of review. This report will be passed to the Head of EYFS or Deputy Head and Head.

Complaints can proceed to the Head of Pre-Prep/Deputy Head who will try to resolve the matter. If the parent fails to reach a satisfactory resolution, then parents will be advised to proceed with their complaint in accordance with stage 2 normally within five working days of this meeting with the Head of EYFS/Deputy Head.

Stage 2: First Formal Complaint - to the Head

If the complaint is not resolved in stage 1, the parent may put their complaint in writing to the Head.

The Head will meet with the parent normally within five working days of receipt of the written complaint to reach a satisfactory resolution. As it may be necessary to conduct further information gathering, another member of the SMT may be present at this meeting. Full written records will be kept of all meetings and interviews held in relation into the complaint.

The Head will then inform the complainant of the decision he has reached, the reason for it and any action taken or proposed, normally within five working days from the conclusion of this meeting.

Stage 3: Second Formal Complaint - to the Governors

If the parent(s) is dis-satisfied with the Head's response at stage 2, he or she may submit a formal complaint to the governing body by writing to the Chair of Governors.

As soon as is reasonably practicable, normally five working days of receiving the complaint, the Chair of Governors will appoint a panel consisting of at least three people who were not directly involved in the matters detailed in the complaint.

The Chair of Governors will ensure that one panel member is independent of the management and running of the school. (The type of person could be someone with a legal background, a retired member of the police, a Head or senior manager of another unrelated school, retired business people).

The parent(s) is allowed to attend and be accompanied at the panel hearing if they wish. Normally within a further five working days the panel will meet with the parent(s). Legal representation will not normally be appropriate.

If the panel deems it necessary, it may require further particulars of the complaint or any related matter be supplied in advance of the hearing. Copies of all such particulars shall be supplied to all parties, normally three days before the hearing.

After due consideration of the complaint, the panel will reach a decision with findings and recommendations. A copy of these findings and recommendations will be provided to the complainant and, where relevant, the person complained about; and be made available for inspection on the school premises by the Chair of Governors and Head. This will normally happen within five working days of the meeting.

Records of Complaints

A written record will be made of a complaint made in writing stating whether the complaint was resolved following the First Formal Complaint in Stage 2 or proceeded to the Second Formal Complaint panel hearing.

It will record the action taken by the school as a result of the complaint regardless of whether it was upheld.

The school will keep all correspondence, statements and records relating to individual complaints confidentially except where the Secretary of State or a body conducting an inspection under section 108 or 109 of the 2008 Act requests access to them. Dair House School will keep a log of informal complaints to allow for patterns of low-level concern to be monitored.

For Parents in the EYFS

Records of complaints in the EYFS will be kept for at least three years.

If parents of children in the EYFS wish to file a complaint with the ISI they should contact the School Office for contact details.

Written complaints about the fulfilment of the EYFS requirements must be investigated and the complainant notified of the outcome of the investigation within 28 days.

Dair House School will provide a written record of the complaint and the resulting action to Ofsted and ISI on request.

Details for contacting Ofsted and ISI

If parents feel dissatisfied with the way in which their complaint has been dealt with, they can contact:

- The Independent Schools Inspectorate: 020 7776 88 34
- Ofsted: Contact the Ofsted helpdesk, which is open from 8am to 8pm, Monday to Friday. Phone 0300 1234 234, or email enquiries@ofsted.gov.uk.