

**EVERSFIELD PREPARATORY SCHOOL**  
**COMPLAINTS POLICY AND PROCEDURE**



(This policy is available to all current and prospective parents in the Parent Handbook and on the School's web-site.)

### **INTRODUCTION**

Eversfield has long prided itself on the quality of the teaching and pastoral care provided to its pupils. However, if parents do have a complaint, they can expect it to be treated by the School in accordance with this Policy and Procedure.

### **STAGE 1 – INFORMAL RESOLUTION**

- It is hoped that most complaints and concerns will be resolved quickly and informally.
- If parents have a complaint they should normally contact their son/daughter's Form/Class Teacher. In many cases the matter will be resolved straightaway by this means to the parents' satisfaction. If the Form/Class Teacher cannot resolve the matter alone, it may be necessary for him/her to consult a member of the Senior Leadership Team or the Head.
- Complaints made directly to a member of the Senior Leadership Team or the Head will usually be referred to the relevant Form/Class Teacher unless the member of the Senior Leadership Team or Head deems it appropriate for him/her to deal with the matter personally.
- The member of staff dealing with the complaint will make a written record of all concerns and complaints and the date on which they were received. Should the matter not be resolved within 7 days or in the event that the member of staff and the parent fail to reach a satisfactory resolution then parents will be advised to 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, then the parents should put their complaint in writing to the Head. The Head will decide the appropriate course of action to take, after considering the complaint.
- In most cases, the Head will meet the parents concerned, within 7 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.
- The Head will keep written records of all meetings and interviews held in relation to the complaint.
- Once the Head is satisfied that all of the relevant facts have been established, so far as is practicable, a decision will be made and parents will be informed of this decision in writing. The Head will also give reasons for his decision.
- If parents are still not satisfied with the decision, they should proceed to Stage 3 of this Procedure.

### **STAGE 3 – PANEL HEARING**

- If parents seek to invoke Stage 3 (following a failure to reach an earlier resolution) they 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 at least three persons not directly involved in the matters detailed in the complaint, one of whom shall be independent of the management and running of the school. Each of the Panel members shall be appointed by the Governors. The Chairman of Governors will then acknowledge the complaint on behalf of the Panel, and schedule a hearing to take place as soon as practicable within 10 days.
- 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 5 days prior to the hearing.
- The parents may be accompanied to the hearing by one other person. This may be a relative, teacher or friend. Legal representation will not normally be appropriate.
- If possible, the Panel will resolve the parents' complaint immediately without the need for further investigation.
- Where further investigation is required, the Panel will decide how it should be carried out. After due consideration of all facts they consider relevant, the Panel will reach a decision and may make recommendations, which it shall complete within 4 days of the hearing. The Panel will write to the parents informing them of its decision and the reasons for it. The decision of the Panel will be final. The Panel's findings and recommendations, if any, will be sent in writing to the parents, the Head, the Governors and, where relevant, the person of whom the complaint was made.

Parents can be assured that all concerns and complaints will be treated seriously and confidentially. Correspondence, statements and a written record of all complaints will be kept in a confidential file except in so far as is required of the school by the Secretary of State (DCSF) or Independent Schools Inspectors; where disclosure is required in the course of the school's inspection; or where any other legal obligation prevails.

All records of complaints are kept for a minimum of three years and will show at which stage of procedures the dispute was resolved.

Parents who may wish to take any complaint further may contact either OFSTED (Early Years) or ISI:

**OFSTED**

Royal Exchange Buildings  
St Ann's Square  
Manchester  
M2 7LA  
**08456 014772**

**ISI**

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

**Telephone 020 7600 0100**  
Fax 020 7776 8849

**MONITORING AND REVIEW**

This Policy is monitored by the Governing Body and will be reviewed every two years or earlier, if deemed appropriate.

*Reviewed June 2009*  
*Reviewed March 2010*

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**(for Pupils)**



The following will be available to any pupils on request.

The school wants all children to feel happy, secure, confident and respected. It is hoped that most of your concerns or complaints, however big or small, will be sorted out quickly and informally through talking with friends, staff or others.

If talking in this way does not seem to solve your problem or make the situation better you may wish to make what is called a formal complaint. In that case you should write (taking advice from an adult if you wish) to the Headmaster, even if you have talked to him about the matter already, making it clear that you are making a formal complaint. He will reply to your complaint in writing and arrange for you to talk through the matter with him within two days. You may invite another pupil or member of staff or other adult of your choice to come to this meeting with you.

You do not need to feel worried about other people knowing about your concerns or complaint. Your privacy will be respected and the matter will only be discussed by those adults who need to know and who can help you.

If at any stage you are not satisfied with this procedure, you may ask to contact the Chairman of Governors. He will come and speak to you privately at school – again you may have someone with you – and will advise you about which course of action seems sensible.

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