



Complaints Policy and Procedure

MISSION

Eversfield offers an outstanding, broad education within a safe, caring, happy, family atmosphere where the talents of every child are valued and nurtured. We achieve excellent results in a school where the Christian principles of mutual care, respect and encouragement underpin everything that we do.

AIMS

- To promote high moral standards through clear and relevant Christian teaching.
- To provide a wide breadth of experiences and opportunities for all our children to discover and develop their individual talents.
- To support our children in becoming valued members of society so that they may develop self-confidence, ask questions, seek new experiences, not be afraid to make mistakes, express themselves confidently and modestly and develop team and leadership skills.
- To provide a safe, supportive, healthy educational environment, with buildings, facilities and staff that enable our children to learn and develop.
- To ensure that our children receive excellent pastoral care.

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. Drawn up in respect of Part 7: 8.1 of the Independent School Standards (DfE).

This policy is made available to all parents and situated on the School's web-site.

DEFINITIONS

Complaint: The definition of a complaint in this policy encompasses notification of an actual or perceived problem arising from an event or process under the jurisdiction of the school, which causes parents to be concerned or dissatisfied about their child's experience or their own and where they are seeking action by the school. Parents should raise any complaints directly and we reserve the right to modify the procedures in this policy as necessary to address complaints raised by more than one set of parents together.

Working day: refers to full school days in term time. This excludes holidays, weekends and part days.

'Normally': Where the word 'normally' is used, it is expected that the timescale only be altered in exceptional circumstances.

STAGE I – 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 person, through the child's planner, e-mail, letter or any other type of communication. In many cases the matter will be resolved straightaway, 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 Leadership Team or the Headmaster.

- Complaints made directly to a member of the Leadership Team or the Headmaster, whether through word, email or in writing, will usually be referred to the relevant Form/Class Teacher unless the member of the Leadership Team or Headmaster deems it appropriate for him/her to deal with the matter personally. In this case it does not necessarily mean that the complaint is deemed formal until an attempt at informal resolution is made.
- The member of staff dealing with the complaint will make a written record of any concerns and the date on which they were discussed. Should the matter not be resolved, or a plan of action drawn up, normally within 7 working school 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 re-state their complaint in writing to the Headmaster stating that having been through Stage 1 of the procedure, they remain dissatisfied and now wish to make a “formal complaint” stage 2 of the procedure.

In the Formal Complaint, parents should:

- State the nature of the complaint
- State the remedy sought, and
- Include all relevant information

Parents should note that the complaint at this stage should not change in scope from that presented at Stage 1. Should any new matters be presented, parents will usually be advised that they will be dealt with under Stage 1.

A formal complaint should normally be lodged within 7 working days of the date of a verbal or written report to parents under Stage 1 procedure.

- The Headmaster will acknowledge receipt of the complaint normally within 5 working days. In most cases, the Headmaster will meet the parents concerned, normally within 10 working 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 Headmaster to carry out further investigations.
- The Headmaster will keep written records of all meetings and interviews held in relation to the complaint.
- Once the Headmaster 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, either by post or via electronic mail. The Headmaster will also give reasons for his decision. This will normally take up to 28 working school days.
- If parents are still not satisfied with the decision, they should proceed to Stage 3.
- In the event of a formal complaint about the Headmaster, the letter should be addressed to the Chair of Governors, who will decide after considering the complaint, the appropriate course of action to take. In all cases the Chair will inform the parents of his/her decision within 28 working school days of receipt of the complaint.

STAGE 3 – PANEL HEARING

- If the matter is not resolved satisfactorily at Stage 2, the concern or complaint should be put in writing to the Chair of Governors, c/o Eversfield Preparatory School, 647 Warwick Road, Solihull, B91 1AT.

- The intention to move to this stage must be expressed **within 10 working school days** of the receipt of the Headmaster's or Chair's letter under the Stage 2 procedure.
- It is not possible to move to this stage without following through the Stage 2 procedure.
- The request will be acknowledged in writing within two working school days of receipt.
- The Chair and Clerk to Governors will appoint panel members to the Complaints Review Panel.
- The matter will then be referred to the Complaints Review 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 schedule a hearing to take place as soon as practicable, normally within 15 working school 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 normally not later than 5 working school 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 normally within 10 working school 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 by post or via electronic mail to the complainant and, where relevant, the person complained about and made available for inspection on the school premises by the proprietor (Chair of Governors) and the Headmaster.

EYFS

- In all cases of complaint of EYFS issues, parents will be informed of the outcome within 28 days.
- If, following this process, parents believe that the school is not meeting EYFS requirements, they may contact Ofsted and/or the Independent Schools Inspectorate (ISI) at the address below.

OFSTED (Midlands)

Building C
Cumberland Place
Park Row
Nottingham
NG6HJ

Telephone 0300 1234666

ISI

CAP House
9-12 Long Lane
London
EC1A 9HA

Telephone 020 7600 0100

Parents can be assured that all concerns and complaints will be treated seriously and confidentially. Correspondence, statements and a written record of all complaints and their outcomes, including the actions taken as a result, whether or not they are upheld, will be kept in a confidential file except in so far as is required of the school by the Secretary of State (DfE) or a body conducting an inspection under section 108 or 109 of the 2008 Act requests access to them.

All records of complaints (Stage 2 & Stage 3) are kept for a minimum of seven years and will show at which stage of procedures the dispute was resolved.



The number of complaints registered under formal procedures (Stage 2 & Stage 3) during the preceding school year has been **0**.

EQUAL OPPORTUNITIES

We are committed to the principle of equal opportunity for all pupils irrespective of race, religion, gender, language, disability or family background, and to the active support of initiatives designed to further this principle.

We believe that equal opportunity is at the heart of good educational practice. All pupils are of equal value and deserve equal access to every aspect of school life. They have an equal opportunity to learn and work towards their highest possible levels of achievement. The 'Vision and Values' which we uphold as a school help to emphasize equal opportunities for all staff and pupils at all times. All personnel are responsible for ensuring that we implement this policy.

MONITORING AND REVIEW

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

Reviewed/revised September 2024 R A Yates, Headmaster