

## **The Roche School**

### **COMPLAINTS POLICY AND PROCEDURE FOR PARENTS**

*This policy is made available via the school website, and to all parents (current and prospective) in the Office. It is provided to all Governors in the Governors' Handbook and provided to all staff in the Staff Handbook. It is also kept in the Library. This policy applies to all parents of pupils at the school including those in Reception (the EYFS).*

#### **Introduction**

The Roche School prides itself on the quality of teaching and pastoral care provided to its pupils. If parents have a complaint, they can expect it to be treated by the school in accordance with this policy and procedure. Where the school's policies or their implementation of them, are open to criticism, parents must feel able to express criticism without fear or favour, provided that complaints are addressed in a constructive tone and spirit. This document in no way is intended to inhibit the free flow of information and comment between parents and the staff.

## **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 contact their son/daughter's Class Teacher. In many cases, the matter will be resolved straightaway by this means to the parents' satisfaction. If the Class Teacher cannot resolve the matter alone, it may be necessary for him/her to consult the Head or a member of the Management Team.
- Complaints made directly to the Head or a member of the Senior Leadership Team will usually be referred to the relevant Class Teacher unless it is deemed appropriate to deal with the matter personally.
- The Class Teacher will make a written record in the Individual Pupil Record File and on 'School Manager' of all concerns and complaints and the date on which they were received. Should the matter not be resolved within one week or in the event that the Class Teacher 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.
- If parents are not satisfied with the outcome of Stage 1, they should proceed to Stage 2 of this procedure.

## **Stage 2 – Formal Resolution by Head**

- If the complaint cannot be resolved on an informal basis (stage 1), 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 to take.
- In most cases, the Head will meet or speak to the parents concerned, within two days of receiving the written 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. A record of formal complaints will be kept by the School, what actions resulted and whether or not they proceeded to Stage 3 (a panel hearing).
- Once the Head is satisfied that, so far as is practicable, all of the relevant facts have been established, a decision will be made within seven days of receiving the written complaint and parents will be informed of this decision in writing. The Head will also give reasons for his decision. A copy of any such decision is stored confidentially at school for 3 years.
- If parents are still not satisfied with the decision, they should proceed to Stage 3 of this Procedure.

### **Stage 3 – A Panel Hearing**

- If parents seek to invoke Stage 3 (following a failure to reach an earlier resolution), they should make this request within two weeks for the outcome of Stage 2 to the **Secretary to the 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 Chairman of the Governors will appoint at least three persons who have no previous involvement with the matter, one of whom shall be independent of the management and running of the School. The Secretary to the Governors, on behalf of the Panel, will then acknowledge the complaint and schedule a hearing to take place as soon as possible and normally within seven 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 three 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. A written record of the meeting will be taken by the Secretary to the Governors and this will form the minutes of the meeting which shall be shared with the parent(s).
- 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 seven days of the Hearing. The decision of the Panel will be final.
- The Panel's findings and any recommendations will be sent in writing (and email if appropriate) to the complainant and where relevant the person or persons involved or complained about. A record of the Panel's findings and any recommendations will be kept on the school premises. The Head and the Board of **Governors** will be sent a copy.
- Parents of pupils in Reception (the EYFS) may, if they wish, contact Ofsted or ISI at the addresses below should they have any concerns about the fulfilment of the EYFS requirements:

**Ofsted**

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

**Independent Schools Inspectorate**

CAP House  
9 - 12 Long Lane  
London  
EC1A 9HA

**Notes**

- Parents can be assured that all concerns and complaints will be treated seriously and confidentially. A record of complaints will be kept for three years.
- Minutes of meetings between parents and teachers are kept on the school database: 'School Manager'.
- A confidential written record is kept of all complaints whether they are resolved at Stage 2 or Stage 3.
- All 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 or where any other legal obligation prevails.

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