

FALKNER HOUSE COMPLAINTS POLICY AND PROCEDURE (NURSERY – Y6)

DCSF standard 7

Falkner House has always prided itself on the quality of the teaching and pastoral care provided to its pupils. However, if parents do have a significant complaint regarding either the school's policies or activities, they can expect it to be treated by the School in accordance with this Procedure.

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 pupil's Form Teacher. In many cases, the matter will be resolved straightaway to the parents' satisfaction. If the Form Teacher cannot resolve the matter alone, him/ her will consult the Headteacher.
- Complaints made directly to the Headteacher will usually be referred to the relevant Form Teacher unless the Headteacher deems it appropriate for her to deal with the matter personally.
- The Headteacher 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 seven working days or in the event that the Headteacher 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 Headteacher. The Headteacher will decide, after considering the complaint, the appropriate course of action to take.
- In most cases, the Headteacher will speak to the parents concerned, within five working 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 Headteacher to carry out further investigations.
- The Headteacher will keep written records of all meetings and interviews held in relation to the complaint.
- Once the Headteacher is satisfied that, so far as is practicable, all of the relevant facts have been established, a decision will be made and parents will be informed of this decision in writing. The Headteacher will also give reasons for her 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 Tim Larvin, the Bursar, who has been appointed by the Partners 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 Partners on behalf of the Panel. The Panel will then acknowledge the complaint and schedule a hearing to take place as soon as practicable and within ten working 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 two working days prior to the hearing.
- The parents may attend and be accompanied to the hearing. 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 it considers relevant, the Panel will make findings and recommendations, which it shall complete within five working days of the Hearing. The Panel will write to or email the parents informing them of its decision and the reasons for it. The Panel's findings and recommendations will be sent in writing or by email to the parents, and, where relevant, the person who is the subject of the complaint. Copies of the findings and recommendations for the Headteacher and the proprietors will be kept on the school premises.

Parents can be assured that all concerns and complaints will be treated seriously and confidentially. Correspondence, statements and records will be kept confidential except in so far as is required of the school by paragraph 6(2)(j) of the Education (Independent Schools Standards) Regulations 2003; where disclosure is required in the course of the school's inspection; or where any other legal obligation prevails such as where the Secretary of State or a body conducting an inspection under Section 162A of the 2002 Act as amended, requests access. In the case of Nursery and Reception pupils,

parents may also address a complaint to Ofsted - 0845 640 4045 or ISI (Independent Schools Inspectorate) - 020 7600 0100. The written record of significant complaints is kept for at least three years.

RECORD OF FORMAL COMPLAINTS

Academic Year	Number of complaints	Resolved at informal stage	Resolved at formal stage	Resolved at panel hearing
Pre 2006	nil	N/A	N/A	N/A
2006-7	nil	N/A	N/A	N/A
2007 -8	nil	N/A	N/A	N/A
2008-9	nil	N/A	N/A	N/A
2009-10	nil	N/A	N/A	N/A
2010-11				