

CLEVE HOUSE SCHOOL AND LITTLE CLEVE NURSERY

Complaints Policy

This policy applies all pupils in the school, including in the EYFS



Last revised October 2020
Date for revision October 2021

Craig Wardle Headmaster
Clare Fraser Deputy Head

Complaints Procedure:

This policy applies all pupils in the school, including in the EYFS

Created February 2018
Date for revision October 2021
Reviewed - Annually
Safeguarding Officer –C Fraser, K Ashe (EYFS)

The complaints procedure at Cleve has three stages, to be covered in a period of 28 days excluding school holidays and weekends between the complaint being made and the final resolution. The DfE does not distinguish between a ‘concern’ and a ‘complaint’. Any matter about which a parent of a pupil is unhappy and seeks action by the school is considered as a complaint and will be addressed in accordance with this policy. In this respect, it is anticipated that the large majority of complaints will be resolved at the informal stage.

The school will keep records of complaints which are resolved at the informal stage for management purposes, for example to enable patterns or trends to be monitored. **A record will be kept of all complaints regardless of whether they were withheld or not.** A formal written and/or electronic record is kept of complaints made to the school which reach the formal stage.

Details will be recorded of

- whether the complaint was resolved following the formal stage or proceeded to a panel
- action taken by the school as a result of the complaint, (regardless of whether the complaint was upheld).

A record of complaints made to the school is kept – along with the stage at which the complaint was resolved. Records are kept for at least three years. The school will provide ISI and Ofsted, on request, with a written record of all complaints made during any specified period, and the action which was taken as a result of each complaint.

Stage 1 - Informal complaint (Resolution within 5 working days):

All complaints may be made on an informal basis initially; verbally or in writing. Sections A-F deal with any informal complaints. In many instances issues will be dealt with straight away. Where further information is required every effort will be made to make an initial response within 24 hours of the issue being raised.

A Complaints by parents about a member of staff:

- i. Direct discussion with parents and Headteacher
- ii. Direct discussion with member of staff followed by conversation between member of staff and parents and aggrieved parties
- iii. Action on points raised agreed
- iv. Review situation

B Complaints by parents about another child:

- i. Class teacher involved immediately.
- ii. If necessary, playground supervisors involved and class teacher to observe in the playground.
- iii. All teachers are informed at staff meetings for classroom awareness.
- iv. “Complaining” parents telephoned; procedures explained; offered opportunity to talk further and asked to telephone immediately with any further/future concerns.
- v. Conflict noted on children’s profiles and SLT ensure where possible that class teacher/tutor mitigates conflicts.
- vi. In instances of bullying the procedure is outlined in our anti-bullying policy
- vii. Where necessary steps will be taken in accordance in the school Behaviour and Exclusions policy

C Complaints by a child about a child:

- i. All parties are separately seen by staff, as a fact collecting exercise.
- ii. Staff are informed in staff meetings.
- iii. Parents are informed
- iv. In instances of bullying the procedure is outlined in our anti-bullying policy
- v. Where necessary, steps will be taken in accordance with the school Behaviour and Exclusions policies

D Complaint by a member of staff about a colleague:

This is usually made to the Headteacher either informally or in appraisal.

- i. Informally: the Headteacher discusses matter with member of staff and offers to intervene tactfully. Usually the member of staff chooses to speak to the other staff member him/herself. SLT ensure that situations likely to cause friction/ aggravation between staff concerned are avoided.
- ii. In appraisal; Procedures as above, though the complaint is noted. In order to maintain a happy community, all staff are asked by the Headteacher in appraisal, if they have any concerns
- iii. If the complaint is about the Headteacher the complaint should be made to the Complaints Panel.

Stage 2 - Formal Complaint (Resolution within 10 working days):

Where the complainant(s) are not satisfied with the response of the school, through the procedures outlined above they may register a formal complaint. This should be done in writing to the head, including,

- The nature of the complaint
- The reasons for their dissatisfaction with the school's response

The head will meet with the complainant as soon as is practical, to discuss the matter and, if possible, to reach a resolution at this stage. Where a complaint is received during a school holiday, it will be deemed to have reached the school on the first full school day following its arrival. It may be necessary to carry out further investigations. The head will keep written records of all complaints, and of meetings held in relation to them.

Once the head is satisfied that all the relevant facts have been established, a response to the complaint will be made and the complainant will be informed in writing, within ten school days: the nature of the response will depend on the nature of the complaint but it will always give a judgement whether and to what extent, if at all, the complaint is justified, and reasons; the response may include actions which the school intends to take or a decision. A complainant who is not satisfied should proceed to the next stage.

Stage 3 – Independent Resolution - Panel Hearing (Resolution within 13 working days):

If Stage 2 has not resolved a complaint satisfactorily, the complainant should write within five school days to the head, requesting a hearing before the complaints panel, who will acknowledge the letter of complaint.

At this point the school will:

- a) Convene a panel of the proprietor, a member of the SLT not involved in the matters detailed in the complaint, and either one or two representatives of ISA (Independent Schools Association) the ISA, Dionne Seagrove, Head of Torwood House, representatives will be independent of the running of the school and an independent Head, John Milne Constellation (Ex-Headmaster of Clifton College).
- b) Send a letter to the parents inviting them to attend the panel, along with someone to accompany them if they wish – usually a friend not a legal representative.
- c) Provide that the panel is able to make findings and recommendations; and ensure that minutes and recommended actions of the panel are kept for three years.

- d) Ensure that a copy of the panel's findings and recommendations is –
 - (i) provided to the complainant and, where relevant, the person complained about;
and
 - (ii) available for inspection on the school premises by the proprietor and the head teacher;
- e) Ensure all records relating to individual complaints are kept confidential – unless the Secretary of State or a body conducting an inspection under section 108 or 109 of the 2008 Act requests access to them
- f) Show how the findings and recommendations of the panel have been responded to
- g) Seek to complete this stage of the procedure within 13 working days.

Parents of EYFS children can, if they wish, complain to Ofsted or ISI if they believe the school is not meeting EYFS requirements – contact details are found below **in Appendix 2**

Appendix 1: Number of complaints registered under the formal procedure during the year 2019-2020

Schools are required to publish the number of complaints registered under the formal procedure during the preceding school year.

The number of complaints dealt with at this stage in 2019-2020 was none.

Appendix 2

Contact details for

ISI, Independent Schools Inspectorate

CAP House

9 - 12 Long Lane

London

EC1A 9HA

Telephone 020 7600 0100

Fax 020 7776 8849

info@isi.net

OFSTED

By email

enquiries@ofsted.gov.uk

By telephone

The following helplines are open from 8.00am to 6.45pm, Monday to Friday:

general helpline **0300 123 1231**

By post

Ofsted

Piccadilly Gate

Store Street

Manchester

M1 2WD

Links to other policies - Anti-Bullying, Behaviour, Appraisal, Child Protection