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## Firs School Complaints Procedure

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### DISTRIBUTION

Please note that 2 copies of this document are printed as standard and distributed to the following areas.

- 1) The Staff Room
- 2) The Top Floor Study Room

If you would like a personal copy of the handbook please ask the school office and a personal copy can be printed or an electronic copy can be e-mailed to you. You will then be automatically sent an electronic copy every time an update occurs.

The electronic version of this document is available on the school server in the location identified above. (The Y drive is "Company Documents")

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## PUBLICATION HISTORY

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# 1. COMPLAINTS PROCEDURE

## 1.1. INTRODUCTION

The Firs School 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 to be treated by the School in accordance with this procedure. This complaints procedure applies to our whole school including the Early Years Foundation Stage.

## 1.2. 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 child's Form teacher. In many cases the matter will be resolved straightaway by this means to the parents' satisfaction. If the Form teacher cannot resolve the matter alone, it may be necessary for him/her to consult a member of the Senior Management Team or the Head.
- Complaints made directly to the Head will usually be referred to the relevant Form teacher unless the Head deems it appropriate for him/her to deal with the matter personally.
- The Form teacher will make a written record of all concerns and complaints on the day that they are received. Should the matter not be resolved within a reasonable period of time or in the event that the Form 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.

## 1.3. STAGE 2 – FORMAL RESOLUTION

- If the complaint cannot be resolved on an informal basis then parents should put their complaint in writing to the Head. The Head will decide, after considering the complaint, the appropriate action to take.
- In most cases, the Head will meet with or speak to the parents concerned normally within 5 working days of receiving the complaint to discuss the matter. If possible, 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, a decision will be made and parents will be informed of this decision in writing. The Head will also give reasons for his/her decision.
- If parents are still not satisfied with the decision, they should proceed to Stage 3 of this Procedure.

### 1.4. STAGE 3 – PANEL HEARING

- If parents seek to invoke Stage 3 (following a failure to reach an earlier resolution) they will be referred to Mrs M Grant, who has been appointed by the proprietors to call hearings of the Complaints Panel.
- The matter will then be referred to the Complaints Panel for consideration. The panel will consist of 3 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 proprietors. Mrs M Grant, on behalf of the Panel, will then acknowledge the complaint and schedule a hearing to take place as soon as practicable and normally within 28 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 7 working 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. It is not the intention that the parties should be legally represented at the hearing.
- If possible the Panel will resolve the parents concern immediately, without the need for further investigation.
- A copy of the panel's findings and recommendations will be sent by e-mail or otherwise given to the complainant, and, where relevant, the person complained about. This will also be available for inspection on the school premises by the directors and the headteacher.
- Where further investigation is required, the Panel will decide how to carry out the investigation. After due consideration of all facts they consider relevant, the Panel will form a decision and may make recommendations which it shall complete within 7 working 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, if any, its recommendations will be sent in writing to the parents, the Head, the proprietors and, if relevant, the person complained of.

Parents can be assured that all concerns and complaints will be treated seriously and confidentially. Correspondence, statements and records will 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.

The record of complaints is kept for a minimum of three years.

### 1.5. FURTHER ACTION

If you wish to refer your complaint to the Independent Schools Inspectorate or OFSTED they may be contacted via e mail or in writing at the following addresses:

Independent Schools Inspectorate

CAP House, 9-12 Long Lane, London EC1A 9HA

[www.isi.net/contact](http://www.isi.net/contact)

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OFSTED

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

www.ofsted.gov.uk

### 1.6. REVIEWS

This policy was reviewed by

Signed .....M.Denton..... Date 24 Jan

The next revision date is 31<sup>st</sup> Jan 2011.....

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