



COMPLAINTS POLICY

This policy is effective throughout the school, from the EYFS to Year 6.

Introduction

- The Governors and staff of Dair House School have the shared intention that the quality of the teaching and pastoral care provided to our pupils is of the highest quality. Nevertheless, the Governors have established a procedure whereby any person who may be dissatisfied with any action of the school or its staff may raise the issue in a formal way and will have it dealt with fairly and efficiently in the manner outlined in this policy.
- All complaints will be investigated fully, fairly and carefully. Urgent complaints will be given priority and will normally be resolved no later than 28 days after receiving the complaint.

Stage 1: Informal discussion

It is hoped that most complaints and concerns will be resolved quickly and informally

- The Governors expect that any concerns experienced by parents and others will in the first instance be dealt with by way of informal discussion with the teacher concerned.
- If appropriate, the matter should also be discussed informally with the Form teacher. The Form teacher will make a written record of all the concerns and complaints and the date on which they were received, along with an agreed course of action and date of review. This report will be passed to the Headmaster.
- Complaints can proceed to the Deputy Head who will try to resolve the matter. If the parent fails to reach a satisfactory resolution, then parents will be advised to proceed with their complaint in accordance with stage 2 normally within five working days of this meeting.

Stage 2: Formal complaint to the Headmaster

- If the complaint is not resolved in stage 1, the parent may put their complaint in writing to the Headmaster.
- The Headmaster will meet with the parent normally within five working days to reach a satisfactory resolution, as it may be necessary to conduct further information gathering, another member of the SMT may be present at this meeting.
- Full written records will be kept of all meetings and interviews held in relation into the complaint.
- The Headmaster will then inform the complainant of the decision he has reached, the reason for it and any action taken or proposed, normally within two working days from the conclusion of this meeting.

Stage 3: Formal complaint to the Governors

- If the parent is dissatisfied with the Headmaster's response at stage 2, he or she may submit a formal complaint to the governing body by writing to the Mr J O'Brien, Chairman of Governors.

- As soon as is reasonably practicable, but within ten working days of receiving the complaint, the Chairman will appoint a panel of three- two governors and one panel member who is independent of the management and running of the school.
- Normally within a further ten working days the panel will meet with the parent(s) who can be accompanied to the meeting if they so wish. This may be a relative, teacher or friend. Legal representation will not normally be appropriate.
- If the panel deems it necessary, it may require further particulars of the complaint or any related matter be supplied in advance of the hearing. Copies of all such particulars shall be supplied to all parties, normally three days before the hearing.
- If possible, the panel will resolve the parents' complaint immediately. Where further investigation is needed, 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 make any recommendations, normally within ten working days.
- The panel will write to the complainant and, where relevant, the person complained about with their findings and recommendations no later than two days after this meeting.

Records of Complaints

A Complaints File, containing all written complaints and details of the stage at which they were resolved, will be kept in the Headmaster's office in a locked cabinet. Parents can be assured that all correspondence, statements and records relating to individual complaints will be kept confidential except to the extent required by paragraph 6(2) (j) of the Education (Independent School Standards) (England) Regulations 2003, by the Secretary of State for Children, Schools and Families, or where disclosure is required in the course of the school's inspection or other legal authority.

For Parents in the EYFS

- Records of complaints in the EYFS will be kept for at least three years.
- If parents of children in the EYFS wish to file a complaint with the ISI they should contact the School Office for contact details.
- All complaints will be investigated within 28 days after receiving the complaint.
- Dair House School will provide a written record of the complaint and the resulting action. This will be sent to the ISI on request.

Details for contacting Ofsted and ISI

If parents feel dissatisfied with the way in which their complaint has been dealt with, they can contact:

The Independent Schools Inspectorate: Jackie Wong - 020 7776 88 34

Ofsted: Contact the Ofsted helpdesk, which is open from 8am to 8pm, Monday to Friday. Phone 0300 1234 234, or email enquiries@ofsted.gov.uk.