



BEESTON HALL SCHOOL

33 Complaints Policy and Procedure

Most concerns that parents have regarding their children's welfare and education will be resolved by informal contact directly with the staff concerned.

In the event that a matter cannot be settled to the parents' satisfaction the following procedure should be followed:

Informal:

1. In the first instance, an appointment should be made to discuss the matter with:
 - a. The Deputy Head (BH), in relation to pastoral matters.
 - b. The Deputy Head (PL), in relation to academic matters.

A written record will be kept of all concerns and the date they were received and whether they follow the formal procedure or proceed to a panel hearing and the action taken by the School regardless of if they are upheld.

2. The matter will be investigated over 14 School working days, if necessary, and a response provided, in writing, normally within 7 school working days.

Formal:

3. Should the parent be dissatisfied with the response a formal complaint should be made, in writing, to the Head. Although all formal complaints will be made in writing, this does not mean that the formal stage is automatically triggered whenever concern is expressed in writing, for example, by email.
4. Any written complaint will be acknowledged in writing, normally within 3 School working days.
5. The matter will be investigated by the Head and any conclusions recorded. If the Head feels it would be beneficial, the parent may be invited to discuss the complaint and the Head's findings. The Head will reply to the parents involved with the written complaint within 14 working days.

Panel hearing:

6. Should the parent be dissatisfied with the Head's response a written appeal may be made direct to the Chairman of the School Governors. Correspondence should be addressed to the Chairman at the School.
7. Any written appeal will normally be acknowledged in writing as soon as it has been passed to the Chairman.
8. The Chairman, or sub-committee of Governors, will make provision for a hearing before a panel consisting of at least three people who were not directly involved in the matters

detailed in the complaint including one person who is independent of the management and running of the school, and any conclusions recorded. The convening of the panel may take 21-28 School working days. The complainant – accompanied if they wish (but legal representation at such a hearing is not considered appropriate) - will be invited to a hearing with the investigating officer(s) in person at a specified place and time, but will not be required to do so. The investigating officer(s) will also discuss the complaint with, and gather evidence from, any member of School staff that they choose to call or any other person that they deem appropriate.

9. The findings and recommendations of any investigation will be forwarded to the relevant parties, including the complainant, the Governors, the Head and, where applicable, the subject of the complaint, normally within 14 School days of the conclusion of the appeal process. The findings will be made available for inspection on the school premises by the proprietor (Governing Body) and the Head.
10. The school will provide for a written record to be kept of all complaints, and of whether they are resolved at a preliminary stage or will proceed to a panel hearing.
11. The school provides that correspondence, statements and records relating to individual complaints will be kept confidential except where the Secretary of State or a body conducting an inspection under section 109 of the 2008 Act requests access to them.
12. This policy also applies to the school's EYFS setting and parents who wish to make a formal complaint about the setting not meeting EYFS requirements, may contact Ofsted or ISI directly (concerns@isi.net ISI 0207 600 0100 Ofsted: 0300 1231231) – as per Pre-Prep Parent Handbook. Any complainant concerned with the EYFS will be informed of the outcome within 28 days.

Complaints procedure for boarding schools:

The above complaints procedure covers most of the points relevant to boarding.

The additional requirements under the National Minimum Standard 5 mean that Beeston Hall School also:

- a. Makes the complaints procedure available to parents, staff and boarders by having the procedure available on the school website and as a hard copy available from the School Office on demand;
- b. Boarders and their parents are informed by the school how they can contact ISI; regarding any complaints concerning boarding welfare posted in the school and on the website;
- c. A written record is kept of serious complaints and their outcomes for regular review by the Head which is monitored by the Chairman of the governors;
- d. Complaints are resolved either to the complainant's satisfaction, or with an otherwise appropriate outcome which balances the rights and duties of pupils, without unreasonable delay;
- e. Pupils are not penalised for making a complaint in good faith;
- f. Details of how parents may appeal against a decision made by the school about their complaint are explained in section 6 above.

Expulsion: If a child is expelled any complaints should go to stage 6 – the panel hearing.

Reviewed by: The Headmaster

Monitored by: The Deputy Head

Next review: January 2021