



BEESTON HALL SCHOOL

33a 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. Recording complaints is vital to establish any emerging patterns that may arise, as well as to fulfil statutory duties and standards.

In the event that a matter cannot be settled, with the time scales listed below at the various stages (dependent upon whether any extenuating circumstances are involved) 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 Pastoral, in relation to pastoral matters.
 - b. The Deputy Head Academic, in relation to academic matters.
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 Joint Chairs of Governors. Correspondence should be addressed to the Joint Chairs at the School.
7. Any written appeal will normally be acknowledged in writing within 3 working days as it has been passed to the Joint Chairs of Governors, unless any extenuating circumstances impact upon this time frame. The Joint Chairs, or a 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
8. 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.
9. The school will provide for a written record to be kept of all complaints, and of whether they are resolved at an informal or formal stage or proceed to a panel hearing. A written record will be kept of all concerns (including those relating to boarding provision – NMS 14.3) 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 the complaint is upheld.

10. 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.
11. 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 14 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 joint chairs 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 September 2023

Monitored by: The Deputy Head Pastoral, September 2023

Next review: September 2024