



Introduction

St Winefride's 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 it to be treated by the School in accordance with the following procedure.

EYFS

- This policy applies to the whole school including EYFS.
- Written complaints about the fulfilment of the EYFS requirements must be investigated and the complainant notified of the outcome of the investigations within 28 days. The record of complaints must be made available to Ofsted and ISI on request.

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 son/daughter's class teacher. In many cases the matter will be resolved straightaway by this means to the parents' satisfaction. The class teacher will inform the headmistress of the complaint and the resolution reached. If the class teacher cannot resolve the matter alone, it may be necessary for her/him to consult the Headmistress.

Complaints made directly to the Headmistress will usually be referred to the relevant Class Teacher unless the Headmistress deems it appropriate for her to deal with the matter personally.

The Class teacher and or Headmistress will make a written record of all concerns and complaints and the date on which they were received. Blank Pro Forma sheets will be kept in each class. They will be filed in the appropriate folder in the Headmistresses offices. Should the matter not be resolved within 10 days or in the event that the class teacher and the parents fail to reach a satisfactory resolution then parents will be advised to proceed with their complaint in accordance with stage 2 of this Procedure.

Stage 2 - Formal Resolution

If the complaint cannot be resolved on an informal basis, then the parents should put their complaint in writing to the Headmistress. The Head will decide, after considering the complaint, the appropriate course of action to take.

In most cases the Headmistress will contact the parents concerned, normally within 2/3 days of receiving the complaint, to discuss the matter. If possible, a resolution will be reached at this stage.

It may be necessary for the Headmistress to carry out further investigations. The Headmistress will keep written records of all meetings and interviews held in relation to the complaint.

Once the Headmistress is satisfied that, so far as is practicable, all of the relevant facts have been established, a decision will be made and parents will be informed of this decision in writing within 5 working days. 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.

Stage 3 - Panel Hearing

If parents seek to invoke Stage 3 (following a failure to reach an earlier resolution), they will be referred to **Mr. Grant Charlesworth-Jones** who has been appointed by the Trustees to call hearings of the Complaints Panel.

The matter will then be referred to the Complaints Panel for consideration. The members of the Panel will be convened depending on the nature of the complaint.

Three member of this panel will be independent of the management and running of the school and are not directly involved in the issues detailed in the complaint. The proprietor shall appoint each of the Panel members. **Mr. Grant Charlesworth-Jones**, on behalf of the Panel, will then acknowledge the complaint and schedule a hearing to take place as soon as practicable and normally within 10 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 six days prior to the hearing.

One other person may accompany the parents to the hearing. This may be a relative, teacher or friend. Legal representation will not normally be appropriate.

If possible, the Panel will resolve the parents' complaint immediately without the need for further investigation.

Where further investigation is required, 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 may make recommendations, which it shall complete within 10 days of the Hearing. The Panel will write to the parties informing them of its decision and the reasons for it. **A copy of the findings and recommendations will be sent to the complainant, and where relevant the person complained about.**

A copy will also be available in the school office for inspection by the head and trustees. The decision of the panel will be final. The Panel's findings and, if any, recommendations will be sent in writing to the parents, the Headmistress, the Trustees and, where 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 in so far as is required of the school by paragraph 6(2) (j) of the Education (Independent Schools Standards) regulations 2003; where disclosure is required in the course of the school's inspection; or where any other legal obligation prevails.

The Headmistress and the Board of Trustees would aim to have all complaints dealt with within 28 working days.

Records of complaints will be kept for at least three years.

Parents can make a complaint to ISI or Ofsted.

Contact details:

ISI:

C A P House
9 - 12 Long Lane
London
EC1A 9HA

Phone: [020 7600 0100](tel:02076000100)

Email: info@isi.net

Ofsted:

Piccadilly Gate
Store Street
Manchester
M1 2WD

Phone: [0300 123 1231](tel:03001231231)

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