



## **PARENTS COMPLAINTS PROCEDURE**

Reviewed: March 2017 by Sarah Wicks (Headmistress)  
Next Review: March 2018

Number of complaints 0

## PARENT COMPLAINTS PROCEDURE

Knighton House has long prided itself on the quality of the teaching and pastoral care provided to its pupils. However, if parents do have a complaint, it is important that they make contact with the School so that it can be quickly and effectively resolved. Any complaint will be treated by the School in accordance with this procedure.

This policy applies to all sections of the school including the EYFS stage.

### 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 or Boarding Staff. In many cases, the matter will be resolved straightaway by this means to the parents' satisfaction. If the member of staff cannot resolve the matter alone, it may be necessary for [him/her] to consult a senior member of staff.
- Complaints made directly to a head of department/Senior Staff/the Head will usually be referred to the relevant Form Teacher or Boarding Staff unless the head of department/Senior Staff/the Head deems it appropriate for him/her to deal with the matter personally.
- The member of staff will make a **written record of all concerns and complaints and the date on which they were received**. Should the matter not be resolved within 7 days or in the event that the member of staff and the parent **fail to reach a satisfactory resolution then parents will be advised how to lodge 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 Head. The Head will decide, after considering the complaint, the appropriate course of action to take.
- In most cases, the Head will [meet/speak to] the parents concerned, normally **within 7 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 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, 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. The Head will also give reasons for his/her decision.
- The complainants will be notified of the outcome of an investigation within **28 days** of the school having received the complaint.

- **If parents are still not satisfied with the decision, they should proceed to Stage 3** of this Procedure.
- The written record will record whether the complaint has been resolved or proceeded to a panel hearing (see below).

### Stage 3 – Panel Hearing

- If parents seek to invoke Stage 3 (following a failure to reach an earlier resolution), they will be referred to the Chairman of the Governors, who has been appointed by the Governors to call hearings of the Complaints Panel.
- **The matter will then be referred to the Complaints Panel for consideration.** The Panel will consist of [at least three 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 Chair of Governors. [Convenor], on behalf of the Panel, will then acknowledge the complaint and schedule a hearing to take place as soon as practicable and normally **within 14 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 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. 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 7 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, recommendations will be sent in writing to the parents, the Head, the Governors and, where relevant, the person complained of.**
- A copy of the findings and recommendations will be available for inspection on the school premises by the Governors and the head teacher.

**Parents can be assured that all concerns and complaints will be treated seriously and confidentially. Correspondence, statements and records relating to individual complaints will be kept confidential except in so far as is required of the school by paragraph 33k of the Education (Independent Schools Standards) Regulations 2014; where disclosure is required by the Secretary of State or in the course of the school's inspection under section 108 or 109 of the Education and Skills Act 2008; or where any other legal obligation prevails.**

**A written record of all formal complaints will be kept whether or not they are resolved following the formal procedure or went to a panel hearing. The written record will detail the action taken by the school as a result of these complaints (regardless of whether they were upheld).**

**A statement of the record of complaints is kept for three years.**

**Parents may also contact:**

**Children Services Directorate  
North Dorset Local Office  
Bath Road  
Sturminster Newton  
Dorset  
DT0 1DR  
Tel: 01258 472652  
Fax: 01258 471228  
Email: [northdorsetsocialcare@dorsetcc.gov.uk](mailto:northdorsetsocialcare@dorsetcc.gov.uk)**

**OR: Ofsted :Tel 0300 123 1231  
Textphone 0161 618 8524**

**Parents wishing to make a written complaint to Ofsted from the EYFS should write to:**

**Ofsted  
Picadilly Gate  
Store Street  
Manchester  
M1 2WD**

**For boarding complaints parents should contact  
Independent Schools Inspectorate (ISI)  
Ground Floor  
CAP House  
9-12 Long Lane  
London  
EC1A 9HA  
Tel 020 7600 0100**

### Appendix: Complaints Procedure – Independent Member of the Panel

The DfE has supplied the following guidance in a letter to the ISC General Secretary:

Whilst we do not intend to be prescriptive our general view is that suitable people would be those who have held positions of responsibility and who are used to analysing evidence and putting forward balanced arguments/points. It would add credibility if independent panel members had some standing in the local community. In this connection serving or retired business people, civil servants, heads or senior members of staff at other schools, people with a legal background – perhaps retired members of the Police Force – might be considered suitable by schools. Schools will have their own views and may well have other suitable suggestions to make.

You asked if it would be acceptable to appoint former governors of staff of the school as the independent panel member. The regulations do not preclude this since the stipulation is that the person must be independent of the management and running of the school. Clearly former governors or staff would not have any such involvement. However, schools should bear in mind that they may be subject to criticism that such people would remain too close to the school and would not be truly independent.