



Complaints Procedures and Policy

Date modified: November 2018

Date of next review: November 2019

Approved by ISI September 2017

The general complaint procedure for Fosse Bank School, including the Early Years Department is as follows:

Any problem or concern should be raised promptly with the class teacher or member of staff responsible for the area or action you are concerned about. If your concern is more serious you may prefer to make an appointment to discuss it with the Head. All staff will make every effort to resolve your problem promptly at this informal stage. Most concerns and potential complaints can best be resolved through informal discussion with the Head or relevant member of staff.

Raising a complaint

- Complaints must be raised within a calendar month of the problem or concern
- If a complaint is raised verbally with a member of Staff or Governor, it must be communicated in writing within 10 working days before the complaints procedure can begin. If the written complaint is not received, the matter will be closed
- The complaint must include specific concerns with examples where applicable to allow the complaints procedure to adequately deal with the concern or problem.

The Complaints Procedure

Stage 1 (Head teacher)

- If you are dissatisfied with the response of the member of staff (or the Head if they have been involved at the informal stage) then you may wish to put your concerns in writing to the head teacher as a complaint. You should make it clear if you wish the matter to be dealt with as a complaint. Formal complaints cannot be investigated if the complainant wishes to remain anonymous although issue raised may lead to further investigation by the school. (Please see whistle-blowing policy) The Head will consider the complaint and provide a written response to the complainant normally be within ten school days of your letter, but the complainant will be kept informed if, for example, more time will be needed to complete the complaints enquiry under this stage.
- If the original concern/complaint is about an action by the Head personally the matter should be referred in writing to the Chairman of the Governors who will instigate an investigation in accordance with Stage 2 of this policy.

Stage 2

If the issues cannot be satisfactorily resolved at Stage 1 or the complaint is about the Head an investigation will be undertaken by someone who is not directly involved with the issues raised. The aim will be to conduct a thorough examination of the issues/concerns and to provide a formal response to the complainant This will normally be within 10 school days, but the complainant will be kept fully informed if more time is needed.

Stage 3 (Governing Body)

If the complainant is not satisfied with the formal response at the end of stage 2 the complainant has the right to seek a further review under stage 3 of this policy. This must be requested in writing. The complaint(s) and relevant information will be referred to the Governing Body. The Governing Body will arrange for a panel to be established comprising of Governors and one independent person to investigate and hear the complaint(s). This will normally be arranged within fifteen school days of the complaints being received, depending on the



availability of all concerned. The complainant(s) will be invited to speak to the panel at a meeting and be accompanied by a friend or representative. Legal representation is not required or needed on either side. The panel will make findings and recommendations and a copy of those findings and recommendations will be sent by electronic mail or otherwise to the complainant (s) and, where relevant, the person complained about. The findings and recommendations will be available for inspection and suitably recorded for this purpose. A written and formal response will be provided to the complainant(s) normally be within 10 school days of the meeting, but complainant(s) will be kept informed if more time is needed..

For all complaints the decision of the Panel is final step in the procedure.

A written record is to be kept of all complaints, and of whether they are resolved at the preliminary stage, stage 1, stage 2 or proceed to a panel hearing.

Correspondence, statements and records relating to individual complaints are to be kept confidential except where the Secretary of State or a body conducting an inspection under section 162A of the 2002 Act, as amended, requests access to them. The record of complaints is kept for at least three years

Complaints against school staff

If your complaint amounts to or includes an allegation against a member of staff, this will also be considered in the context of the schools safeguarding and disciplinary procedures for employees, rather than the complaints procedure.

Parents can also make a complaint to Ofsted (EYFS) <https://contact.ofsted> *About schools* 0300 123 4234 or *About concerns* 0300 123 4666.

and the Independent Schools Inspectorate.

Contact details for ISI: Telephone 020 7600 0100 **Website** <http://www.isi.net>

Monitoring and Review

It is the responsibility of the Governors to agree and then monitor the school Complaints Policy.

There have been two complaints made and resolved this academic year