

Rastrick Independent School



Complaints Policy

Reviewed July 2018



Rastrick Independent School- Complaints Policy

This policy applies to the whole school, including the EYFS

Introduction

The complaints policy should also be used in the case of appeal against exclusions.

The School has long prided itself on the quality of the teaching and pastoral care provided to its pupils.

At Rastrick, in Phoenix House, Close Lea House, the Preparatory School, Grammar School, we aim to provide the highest quality education and care for all our children. We also aim to provide a warm and welcoming environment where we can work in partnership with parents/ guardians.

We offer a welcome to each individual child and family. We also provide a warm and caring environment in which all children can learn and develop through play initially, then through formal teaching throughout school. Our ethos is rooted in our belief that parents/ guardians and children are entitled to expect courtesy and prompt, careful attention to their needs. Our intention is to work in partnership with parents/ guardians at all times.

Any issues relating to the welfare, safety and care of a child will be taken seriously and addressed immediately.

Rastrick Independent will investigate written complaints relating to our fulfilment of the EYFS requirements and notify complainants of the outcome of the investigation within 28 days of having received the complaint.

Stage 1 - Informal Resolution

Even with the best intentions, sometimes things do go wrong, or parent/ guardian are worried about something which may, or may not, have happened. These things could be from simply lack of communication on our part, or they may be a concern of which we are unaware. We welcome you to tell us, in order that we can address whatever those concerns are.

We aim to:

- assure parent/ guardian and ensure we have their trust and confidence
- declare openness in the procedure of dealing with a complaint
- respect confidentiality
- protect the rights and professional integrity of staff
- protect the right of parent/ guardian and children.

You can expect your complaint to be treated by the school in accordance with this Complaints Procedure.

Making concerns known

It is hoped that most complaints and concerns will be resolved quickly and informally.

A parent/ guardian who is uneasy about any aspect of the nursery/ school provision should first of all talk it over with the Nursery Co-ordinator, if their child attends Phoenix House, or Close Lea House, the child's class teacher in the Preparatory School, the form tutor in the Grammar School.

In many cases, the matter will be resolved straight away by this means to the parent/ guardian's satisfaction. If the initial contact cannot resolve the matter alone, it may be necessary to consult their next Line Manager.

If this does not have a satisfactory outcome within five working days, or if the problem recurs, then the parent/ guardian should contact the Headmistress without delay. The problem should then be sorted out by the Headmistress, who will act in the best interests of the child, the parent/ guardian and the school. Most complaints should be resolved informally at this initial stage.

Stage 2 - Formal Resolution

- If the complaint cannot be resolved on an informal basis, then the parent/ guardian 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 the parent/ guardian concerned, within 7 term time working 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 parent/ guardian will be informed of this decision in writing. The Head will also give reasons for her decision.
- If parent/ guardian/ agent are still not satisfied with the decision, they should proceed to Stage 3 of this Procedure.

Stage 3 - Panel Hearing

- If parent/ guardian seek to invoke Stage 3 (following a failure to reach an earlier resolution), they will be referred to Miss L Green (Director, Rastrick Educational Services Limited), who has been appointed by the Proprietor to call hearings of the Complaints Panel.
- The matter will then be referred to the complaints Panel for consideration. The Panel will consist of three people who were not directly involved in the matters detailed in the complaint. These would be a serving or retired business person, civil servant, heads or senior members of staff at other schools, people with a legal background - perhaps retired members of the Police Force. They will be recruited at the time in order that they will have no prior knowledge of the complaint. One person of the panel will be independent of

the management and running of the school. The Panel will then acknowledge the complaint and schedule a hearing to take place as soon as practicable and normally within 7 term time working 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 3 term time working days prior to the hearing.
- The parent/ guardian 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 parent/ guardian's complaint immediately without the need for further investigation.
- Where further investigation is required, the Panel will decide how it should be carried out and will inform parent/ guardian of the timescale which will not be more than 7 term time working days. After due consideration of all facts they consider relevant, the Panel will reach a decision and may make recommendations, which it shall complete within 4 term time working days of the Hearing. The Panel will write to the parent/ guardian 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 parent/ guardian, the Head, Critical Friends and, where relevant, the person complained of. The findings will be available for Inspection on the school premises.

Parent/ guardian can be assured that all concerns and complaints will be treated seriously and confidentially. In relation to these complaints, the school will record the complaint at every stage. The school will then record whether at any stage the complaint is resolved or proceeds to a panel hearing. All formal complaints are recorded in the School's Complaints Record Book. This will be made available to Ofsted or ISI on request. Correspondence, Statements and records will be kept confidential except where the Secretary of State or a body conducting an inspection under the Section 108 or 109 of the 2008 Act request access to them.

Early Years Complaints

Written complaints about the fulfilment of the EYFS requirements must be investigated and the complainant notified of the outcome of the investigation within 28 days. The record of complaints must be made available to Ofsted and ISI on request.

OFSTED Contact Details:

Piccadilly Gate, Store Street, Manchester M12WD
Tel: 0300 123 1231 Email: enquires@ofsted.gov.uk
www.ofsted.co.uk

Policy Links:

- Confidentiality
- Equal Opportunities
- SEN

- Sex and Relationships
- PSHE and Citizenship
- Behaviour
- Anti-Bullying
- Safeguarding Children
- Every Child Matters

The details of OFSED Regional Centre:

Piccadilly Gate, Store Street, Manchester M12WD
Tel: 0300 123 1231 Email: enquires@ofsted.gov.uk
www.ofsted.co.uk OFSTED North Regional Centre

The details for our Independent Schools Inspectorate:

Independent Schools Inspectorate
CAP House, 9-12 Long Lane, London, EC1A 9HA
Tel: 020 7600 0100

There were no complaints registered under the formal procedure during the preceding school year

Rastrick Independent School

Complaints Reported Incident

Term date:	Time:	Dealt with by:
Persons involved:		
Details:		

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Outcome:
