

**Complaints Policy and Procedure (Whole School inc EYFS)**

**33 a and b**

<b>Responsible for Initiating Review of Policy</b>	SLT
<b>Committee to Review</b>	SLT
<b>Last Review Date</b>	October 2018
<b>Review Period</b>	2 years
<b>Approved by (Committee and Date)</b>	SLT December 2016
<b>Approved by Board of Governors</b>	December 2016
<b>Effective Date of Policy</b>	December 2016
<b>Next Review Date</b>	December 2018
<b>Related Policies</b>	

### 33 a General Statement of Policy

Burgess Hill Girls and its Early Years Foundation Stage have long prided themselves on the quality of teaching and pastoral care provided for its pupils. However, if parents have a complaint they can expect it to be treated by the School in accordance with this policy and its associated procedure.

**Aim:** The aim of this policy is to ensure that a concern or complaint is managed sympathetically, efficiently and at the appropriate level, and resolved as soon as possible.

**Policy Status:** This policy has been approved by the Head and Governing body of Burgess Hill Girls. It provides guidelines for the handling of concerns and complaints. It takes account of Part 7 of the *Education (Independent Schools Standards, England) Regulations 2014*. The complaints procedure associated with this policy may be adapted as appropriate to meet the policy aims and circumstances of each case. Certain elements of the procedure can only be carried out during term time.

**Suggested guidance for parents:** The overarching principle is that if a parent has a concern or complaint, they should inform the School about it **as soon as possible**. Most concerns can be sorted out quickly by speaking to the appropriate member of staff. If the complainant is dissatisfied with the response they have received they can write to the Head, or Head of the Junior School, who will conduct an investigation and they will receive a written response. In the case of the Early Years Foundation Stage,, if the complaint is still unresolved after writing to the Head of the Junior School, the complainant should write to the Head. Should a EYFS complaint still be unresolved following the above procedure, it may be referred to Ofsted at National Business Unit, Piccadilly Gate, Store St, Manchester, M1 2WD, Tel: 0300 123 1231 and The Independent School Inspectorate, CAP House, 9-12 Long Lane, London EC1A 9HA tel: [02076000100](tel:02076000100) email: [concerns@isi.net](mailto:concerns@isi.net)

Please raise the concern initially as follows:-

**A concern about the safety of the complainant's child should be notified immediately to the person the complainant believes is best placed to take urgent action and should be confirmed in writing to the Head.**

**Education issues** - if the matter relates to the classroom, the curriculum or Special Educational Needs or Disabilities, please speak or write to the Form Teacher, Head of Department or Head of Section (Senior School) as appropriate. In the Junior School or Nursery, the Form Teacher or Nursery Manager should be the first point of contact

**Pastoral care** - for concerns relating to matters outside the classroom, please speak or write to the relevant Form Tutor or Head of Section (Senior School) or Class Teacher (Junior School).

**Disciplinary matters** – a problem over disciplinary action taken or sanction imposed should be raised first of all with the member of staff who imposed it and, if not resolved, with the Head of Section in the Senior School, Deputy Head of Junior School or Nursery Manager.

**Financial matters** – a query relating to fees or extras should be raised with the Bursar.

**Acknowledgement:** In accordance with Stage 1 (informal resolution) of our Complaints Procedure, we will acknowledge any notification of a concern within 2 working days of receipt during term time and as soon as practicable in the holidays. A matter raised orally will not necessarily be acknowledged in writing.

Complaints still unresolved after consultation with the Head or Head of Junior School in line with Stage 2 of the Complaints Procedure (Formal Resolution) can be referred, in writing, to the Chair of the Board of Governors who will instruct a Complaints Panel to investigate the complaint in line with Stage 3 of the Complaints Procedure.

Complainants will be notified of the outcome within 28 working days of having received the complaint and records will be kept for at least 3 years.

The complaints procedure that accompanies this policy is available on request and can also be found on the School's web site.

Correspondence, statements and records relating to individual complaints will be kept confidential except where the secretary of state or ISI conducting an inspection request access to them.

### **33 b Complaints Procedure**

Burgess Hill Girls and its Nursery have an excellent reputation, both for the quality of the teaching and the pastoral care provided to its pupils. However, if parents or guardians do have a complaint, they can expect it to be taken seriously and be treated by the School in accordance with this Procedure. These procedures relate to those pupils who are on the current school roll in the term of the complaint and also cover the Early Years Foundation Stage (EYFS).

#### **Stage 1 — Informal Resolution**

- It is hoped that most complaints and concerns will be resolved quickly and informally.
- If parents or guardians have a complaint they should normally contact the pupil's form teacher. In many cases, the matter will be resolved straight away by this means to the parents' or guardians' satisfaction. If the Form teacher cannot resolve the matter alone, it may be necessary for him or her to consult the Head of Section.
- Complaints made directly to a senior member of staff will usually be referred to the relevant form teacher, unless the person who has received the complaint deems it appropriate for him or her to deal with the matter personally.
- Whichever member of staff receives and deals with the complaint they 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 28 working days or in the event that the form teacher or the senior member of staff fails 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 or guardians should put their complaint in writing to the Head or to the Head of the Junior School. They will decide, after considering the complaint, the appropriate course of action to take. If the complaint is made against the Head or Head of Junior School, the complaint should be put in writing to the Chair of Governors.
- In most cases, the Head or the Head of the Junior School, will speak to the parents or guardians concerned, normally within 5 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 or the Head of the Junior School, to carry out further investigations.
- The Head or the Head of the Junior School, will make written records of all meetings and interviews held in relation to the complaint.
- Once the Head or the Head of the Junior School is satisfied that, so far as is practicable, all of the relevant facts have been established, a decision will be made and parents or guardians will be informed of this decision in writing, together with the reasons for it. Complainants will be notified of the outcome within 28 working days of the School having received the formal complaint.
- If parents or guardians are still not satisfied with the decision, they should proceed to **Stage 3** of this Procedure.

## **Stage 3 — Panel Hearing**

- If, following a failure to reach an earlier resolution, parents or guardians seek to invoke Stage 3, they will be referred to the Bursar, who has been appointed by the Board of Governors to call hearings of a 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 member of the Panel shall be independent of the management and running of the School and the other two shall be selected from the Board of Governors. Each of the Panel members shall be appointed by the Chair of the Board of Governors, who shall also nominate a Chair of the Panel. The Bursar, on behalf of the Panel, will then acknowledge the complaint in writing within 5 working days and schedule a hearing to take place as soon as practicable and within 28 working days of the Bursar's written acknowledgement.
- 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 five days prior to the hearing. Similarly, where the parents or guardians wish the Panel to consider any further written material, then this should be supplied within the same time period.

- The parents or guardians 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. The parents or guardians must inform the Bursar, at least two days in advance, if they intend to be accompanied, by whom and in what role.
- If the parents or guardians are to be accompanied, then any staff member involved may also be accompanied by a relative, teacher or friend.
- If possible, the Panel will resolve the parents' or guardians' 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 28 working days of the Hearing. The Panel can:
  - dismiss the complaint in whole or in part
  - uphold the complaint in whole or in part
  - decide on the appropriate action to be taken to resolve the complaint
  - recommend changes to the School's systems or procedures to ensure that problems of a similar nature do not recur
- The Panel will write to the parents or guardians informing them of its decision and the reasons for it. The decision of the Panel will be final. The Panel's findings will be sent in writing to the Head, the Board of Governors and, where relevant, any person about whom the complaint was made.
- Recommendations, if any, will be discussed with the Head and Board of Governors.
- All written records, statements and correspondence will be held in a 'Complaints Log' by the Head, and will be kept for at least three years. The School's written record of complaints relates to those at Stage 2 and, if applicable, Stage 3 and identifies those complaints relating to boarding provision and actions taken as a result of those complaints.
- The findings and recommendations will be sent by electronic mail or otherwise given to the complainant and, where relevant, to the person complained about and a copy of the findings and recommendations will be available for inspection on the School premises by the Governors and Head.
- Parents and guardians can be assured that all concerns and complaints will be treated seriously and confidentially. Correspondence, statements and records will be kept confidential except where the Secretary of State or a body conducting an inspection under section 108 or 109 of the 2008 Act requests access to them.
- If the child leaves the School whilst a complaint is running its course then the complaints procedure will be completed. However, if the child has left the School more than three months before a complaint is received then the School will not implement the complaints procedure and will decline to hear a complaint in the absence of special circumstances.

- The Alternative Dispute Resolution for Consumer Disputes (Competent Authorities and Information) Regulations 2015 require the School to provide you on conclusion of the final stage of the School's complaints procedure with the name and address of an alternative dispute resolution provider who has been certified by the Chartered Trading Standards Institute as competent to resolve consumer disputes. These details are set out below. However, please note that the School is not obliged to enter into alternative dispute resolution through an ADR provider.

ADRS  
Three Indian Kings House  
31, The Quayside  
Newcastle upon Tyne  
NE1 3DE

0191 222 3314

[info@adrs.co.uk](mailto:info@adrs.co.uk)

**Number of formal stage 2 or 3 complaints received in preceding school year**

<b>Academic Year</b>	<b>Number of formal stage 2 or 3 complaints</b>
2016-2017	One (Stage 3)
2017-2018	One (Stage 2)