

HOLLAND HOUSE SCHOOL

33a COMPLAINTS POLICY

Review Arrangements:

Date	October 2017
Approved	
Review Date	October 2018

1. AIMS

To demonstrate that pupils' and parent's concerns are treated seriously and confidentially (access may be required for legal obligations or where disclosure is required in the course of inspection), in accordance with set procedure.

2. POLICY GUIDANCE

This policy refers to and complies with:

- Handbook for the Inspection of Schools Regulatory Requirements (ISI – April 2015)
- The Early Years Foundation Stage: Statutory Framework (2014)
- The Education (ISS) Regulations (2014)
- Children Act (1989)

3. POLICY AND PROCEDURE REVIEW

Policy and procedures are adjusted on an ongoing basis on receipt of guidance from DfE, ISI, ISA or local children's social care authorities, or as best practice. The Complaints Policy is formally reviewed annually by either the Headmistress.

"Complaints" are not defined in the Regulations and Holland House School interprets the phrase to include any complaint by parents of pupils, prospective parents and complaints by staff members. Complaints by parents of former pupils of the school or former staff members are only within policy if the complaint relates to events that occurred while the child or staff member was at school.

4. POLICY AVAILABILITY

Holland House Complaints Policy is available:

- On the HHS website
- School Office

5. COMPLAINTS PROCEDURE

Stage 1 – Informal Resolution

- It is hoped that most complaints and concerns will be resolved quickly and informally.
- If parents have a complaint they would normally contact their son's/daughter's Form Teacher or a relevant subject teacher (in most cases matters are resolved straight away).
- It may be necessary to contact the Deputy Head for academic concerns or the site manager for buildings and maintenance or cleaning concerns.
- The Form teacher or relevant member of staff will make a judgment as to whether the matter should be referred to a senior member of staff for recording and staff are encouraged to keep brief notes themselves as and when appropriate.
- Informal meetings can be held with the parent or member of staff on a one-to-one basis.
- Should the matter fail to reach a satisfactory resolution within **3 working days** during term time (during school holidays timescales may vary) then the parent is advised to proceed with their complaint in accordance with Stage 2.

Stage 2 – Formal Resolution

- If a parent or staff member is not satisfied with the response to the complaint, he/she should write to the Headmistress. The Headmistress will decide the appropriate course of action.

- The Headmistress will contact the parent within **2 working days**. If possible a resolution will be reached at this stage. (Timescales may be longer if a holiday period intervenes.)
- The Headmistress will keep written records of all meetings and interviews.
- 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 the parent or staff member informed of the decision, in writing, normally **within 5 working days**. If the parent or staff member is still not satisfied with the outcome they should proceed to Stage 3.

Stage 3 – Appeal Panel

- If a parent or staff member seeks to invoke Stage 3 they will need to write directly to the Chair of Governors via the School Office who will review all the details of the complaint and the decisions so far made. The Chair of governors will respond to the parent or staff member within two weeks of receiving the letter.
- If the matter requires further action a Complaints Panel will be appointed by the Chair of Governors.
- The Complaints Panel will consist of 3 persons (2 Governors and 1 person independent of the management and running of the school).
 - The DfE has given the following guidance on the identity of an independent panel member:
 - *“Our general view is that people who have held a position of responsibility and are used to analysing evidence and putting forward balanced arguments would be suitable. Examples of persons likely to be suitable are serving or retired business people, civil servants, heads or senior members of staff at other schools, people with a legal background and retired members of the Police Force might be considered.”*
- The Chair of Governors will acknowledge the complaint and schedule a hearing to take place as soon as possible, normally **within 14 working days**.
- The parent or staff member may be accompanied by one other person which can be a member of their teaching union. Legal representation will not normally be appropriate.
- If the Panel deems it necessary, it may require further particulars of the complaint or any related matter to be supplied in advance of the hearing. Copies of such particulars shall be supplied to all parties not later than **4 days** prior to the hearing.
- A written record of the hearing will be kept.
- If possible, the Panel will resolve the complaint 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 make findings and may make recommendations, which it shall complete within **1 working week**, unless the Panel, of its own motion, stipulates that a longer period is necessary.
- These findings and recommendations are final and will be sent by email or otherwise provided to the complainant. Where relevant, the findings and recommendations will also be passed to the person complained about. A copy will be available on the premises for the Headmistress to inspect.
- A statement of the record of complaint will be kept for 5 years, in accordance with DfE recommendations. Correspondence, statements and records relating to individual complaints are to be kept confidential other than as previously stated and except where the Secretary of State or a body conducting an inspection requests legitimate access to them.

Written complaints about the fulfilment of the EYFS requirements will be investigated and the complainant notified of the outcome within 28 days of the receipt of the written complaint. .

Parents can make a complaint to ISI or Ofsted if they believe the School is not meeting requirements, including those regarding EYFS.

Independent Schools Inspectorate
CAP House
9 - 12 Long Lane
London EC1A 9HA

Ofsted
The National Business Centre
Piccadilly Gate, Store St.,
Manchester, M1 2WD

6. COMPLAINTS LOG

The school Complaints Log is limited to those complaints made in writing under the formal part of the procedure. The log will record whether the complaint was resolved following a formal procedure at Stage 2 or a panel hearing at Stage 3 of the procedure, and what action has been taken by the school as result of these complaints (regardless of whether they were upheld). The record of complaints must be made available to ISI on request.

Number of Level 2 and above complaints for period September 2016 – November 2017 = 0