



## **Policy Name: Complaints Procedure**

### **General Statement**

All school policies are available for parents and prospective parents by contacting St Crispin's School Office on 0116 2707648 or by emailing: [enquiries@stcrispins.co.uk](mailto:enquiries@stcrispins.co.uk)

These policies are adapted to cover the whole school from 2-16 and therefore this policy applies to the whole school, including the EYFS. It should be read by parents/staff alongside all the school policies, the School Welcome Pack and the Admission Form and for staff additional information can be found in the St. Crispin's Staff Handbook and their Terms and Conditions of Employment. St Crispin's School is committed to safeguarding and promoting the welfare of pupils and young people and expects all staff and volunteers to share this commitment. It is our aim that all pupils fulfil their potential.

The parents of the children attending St Crispin's School should be aware that the school has a duty to safeguard and promote the welfare of children who are their pupils. This responsibility necessitates a Safeguarding Policy and School may need to share information and work in partnership with other agencies when there are concerns about a child's welfare.

### **Introduction**

St Crispin's School has long prided itself on the quality of the teaching and pastoral care provided to its pupils. However, if parents do have a complaint, they can expect it to be treated by the school in accordance with this procedure.

### **Stage 1 – Informal**

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

- If parents have a complaint they should normally contact their son/daughter's Key Person/Class Teacher. In many cases, the matter will be resolved straight away by this means to the parents' satisfaction. If the Key Person/Class Teacher cannot resolve the matter alone, it may be necessary for them to consult the Head Teacher.
- Complaints made directly to the Head Teacher will usually be referred to the relevant Key Person/Class Teacher unless the Head Teacher deems it appropriate for her to deal with the matter personally.
- The Key Person/Class Teacher will make a written record of all concerns and complaints and the date on which they were received. Should the matter not be resolved or if the Key Person/Class Teacher and the parent fail to reach a satisfactory resolution within 7 working days then parents will be advised to proceed with their complaint in accordance with stage 2 of this procedure.
- The EYFS will follow the structure of the whole school complaints procedure but in addition all written complaints relating to the fulfilment of the EYFS requirements must be investigated and the complainants notified of the outcome within 28 days. A record of all such written complaints must be kept for 3 years.

## **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 Teacher. The Head Teacher will decide, after considering the complaint, the appropriate course of action to take.
- In most cases, the Head Teacher will speak/write to the parents concerned, normally within 7 working days of receiving the complaint, (as they may need to investigate) to discuss the matter. If possible, a resolution will be reached at this stage.
- It may be necessary for the Head Teacher to carry out further investigations.
- Once the Head Teacher has contacted the parent/guardian regarding a complaint we will endeavour to resolve this within another 7 working days. (Considering any unforeseen investigations).
- Once the Head Teacher is satisfied that, so far as it practicable, all the relevant facts have been established, a decision will be made and parents will be informed of the decision in writing. The Head Teacher will also give reasons for their decision.
- The Head Teacher will keep written records of all meetings, letters and interviews held in relation to the complaint.
- If parents are still not satisfied they should proceed to stage 3 of this procedure.

## **Stage 3 – Complaints Panel**

- If parents seek to invoke stage 3 (following a failure to reach an earlier resolution,) they will be referred to the complaints panel; the panel will be made up of three people.
- The matter will then be referred to the Complaints Panel (made up of three persons who were not directly involved in the matter of the complaint for consideration, one of whom shall be independent of the management and running of the school). Each of the panel members shall be appointed by the proprietor. As soon as they receive the complaint, the Head of the Complaints Panel, on behalf of the panel will then acknowledge the complaint and schedule a hearing to take place as soon as practicable and normally within fourteen 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 seven days prior to the hearing.
- The parents may be accompanied to the hearing by one other person. Legal representation is not permitted.
- 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 will consider relevant, the panel will reach a decision and may make

recommendations, which it shall complete within fifteen working days of the hearing if practicable. 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 Teacher and, where relevant, the person complained of, and will be available for inspection on the school premises by the proprietor and the head teacher.

St Crispin's will keep a written record of all complaints that are made in accordance with sub-paragraph (e) of the DoE Regulatory Requirements and whether they are resolved following a formal procedure, or proceed to a panel hearing; and the action taken by the school as a result of these complaints (regardless of whether they are upheld; and it provides that 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 109 of the 2008 Act requests access to them.

Parents can be assured that all concerns and complaints will be treated seriously and confidentially.

Complaints which do not have safeguarding implications are retained for a minimum of 7 years. Where there is a safeguarding angle, 'Records concerning allegations of abuse must be preserved for the term of the Independent inquiry into Child Sexual Abuse and at least until the accused has reached normal pension age or for 10 years from the date of the allegation if it is longer.'

### **Persistent correspondence**

Where repeated attempts are made by a parent to raise the same complaint after it has been considered at all three stages, this can be regarded as vexatious and outside the scope of this policy.

### Ofsted Contact Details:

If you wish to contact Ofsted regarding making a complaint, you can do this on-line by following the link below:

<https://contact.ofsted.gov.uk/online-complaints>

Or by writing to them directly on the address below:

Ofsted  
Piccadilly Gate  
Store Street Manchester  
M1 2WD

All records of complaints must be made available to Ofsted should they request them.

School year 2010-2011 – there have been no complaints registered under the formal procedure.  
School year 2011-2012 – there has been 1 complaint registered under the formal procedure.  
School year 2012-2013 – there have been no complaints registered under the formal procedure  
School year 2013-2014 – there have been no complaints registered under the formal procedure.  
School year 2014-2015 – there have been no complaints registered under the formal procedure.  
School year 2015-2016 – there have been no complaints registered under the formal procedure.  
School year 2016-2017 – there have been no complaints registered under the formal procedure.  
School year 2017-2018 – there have been no complaints registered under the formal procedure.  
School year 2018-2019 – there have been no complaints registered under the formal procedure.  
School year 2019-2020 – there have been no complaints registered under the formal procedure.

This School Policy was adopted by St. Crispin's School Limited on:

04.01.13

To be updated:

Annually

Reviewed/Updated:

01/11/13, 01/02/15, 05/10/16, 25/01/16, 25/01/17

26/02/18, 21/02/19, 25/05/20, 23/03/21

Signed on behalf of the Provider:



Mr. A. Atkin (Headmaster).