



LOYOLA PREPARATORY SCHOOL & EARLY YEARS FOUNDATION STAGE COMPLAINTS PROCEDURE

Introduction

This policy is available to parents through the school website. A current hard copy is distributed with the joining papers to the parents of new pupils and a copy is kept in the school office for parents to access on request.

Loyola Preparatory School and Early Years Foundation Stage 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.

Statistics of the number of formal complaints received in the preceding academic year is available upon request from the school office.

Stage 1 – Informal Resolution

- 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's form teacher. In many cases, the matter will be resolved straightaway by this means to the parents' satisfaction. If the form teacher cannot resolve the matter alone, it may be necessary for him/her to consult with Mrs Brown in KS2 or Mrs Anthony in KS1 and EYFS, as CO-Deputy Heads.
- Complaints made directly to any member of the Strategic Leadership Team (Mr. Nicholson, Mrs Brown, Mrs Anthony or Mrs Rosario) will usually be referred to the relevant teacher or member of staff concerned unless the member of the S.L.T. deems it appropriate to deal with the matter personally.
- The member of staff receiving the complaint will make a written record of all complaints and concerns and the date on which they were received. A Complaints Log will be kept for this purpose in the School Office. Should the matter not be resolved within ten school days or in the event that the teacher in receipt of the complaint and the parents fail 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 should put their complaint in writing to Mr Nicholson, as Headmaster. He will decide, after considering the complaint, the appropriate course of action to take.
- In most cases, Mr. Nicholson will meet the parents concerned, normally within five school days of receiving the complaint, to discuss the issue. If possible, a resolution will be reached at this stage.
- It may be necessary for Mr. Nicholson to carry out further investigations.
- Mr Nicholson will keep a written record of all meetings and interviews held in relation to the complaint.
- Once Mr Nicholson is satisfied that, as far as is practicable, all of the relevant facts have been established, a decision will be made and parents will be informed of this decision in writing within ten working days of the meeting (excluding weekends and school holidays). Mr Nicholson will also give reasons for his decision.
- If parents are not satisfied with this decision, they should proceed to Stage 3 of this procedure.

Stage 3 – Panel Hearing

- If parents seek to invoke Stage 3 (following a failure to reach an earlier resolution), they will be referred to Mrs Rosario who has been appointed by the Governors to call hearings of the Complaints Panel. Mrs Rosario, on behalf of the Panel, will then acknowledge the complaint and schedule a hearing to take place as soon as practicable and normally within twenty eight days.
- The matter will then be referred to the Complaints Panel for consideration. The panel will consist of the two designated Governors and a member independent of the management and running of the school. Each of the panel members will be appointed by the Board of Governors, ensuring that none of the panel were directly involved in the matters detailed in the complaint.
- The parents 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 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 consider relevant, the Panel will reach a decision and may make recommendations which it shall complete within ten school days of the hearing. The panel will write to the parents informing them of its decision and 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, the Governors and, where relevant, the person complained of.
- A copy of those findings and recommendations is sent by electronic mail or otherwise, given to the complainant and, where relevant, the person complained about, and will be available for inspection on the school premises by the governors and the headmaster. The school will provide 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 162A of the 2002 Act, as amended, requests access to them.

With regard to pupils in the Early Years Foundation Stage, a record of complaints will be kept for at least three years. Parents with pupils in the EYFS may refer complaints to OFSTED via their web site: <http://www.ofsted.gov.uk/Ofsted-home/About-us/Contact-us/Contact-Ofsted> and/or the Independent Schools' Inspectorate (Telephone 020 7600 0100) if they so wish.

PGMN – May 2017

To be reviewed May 2018