

# St George's School Windsor Castle Complaints Procedure



This policy is a whole school policy and covers the Nursery setting, Lower and Upper School.

This document is available on the school website, staff handbook, and in the boarding house.

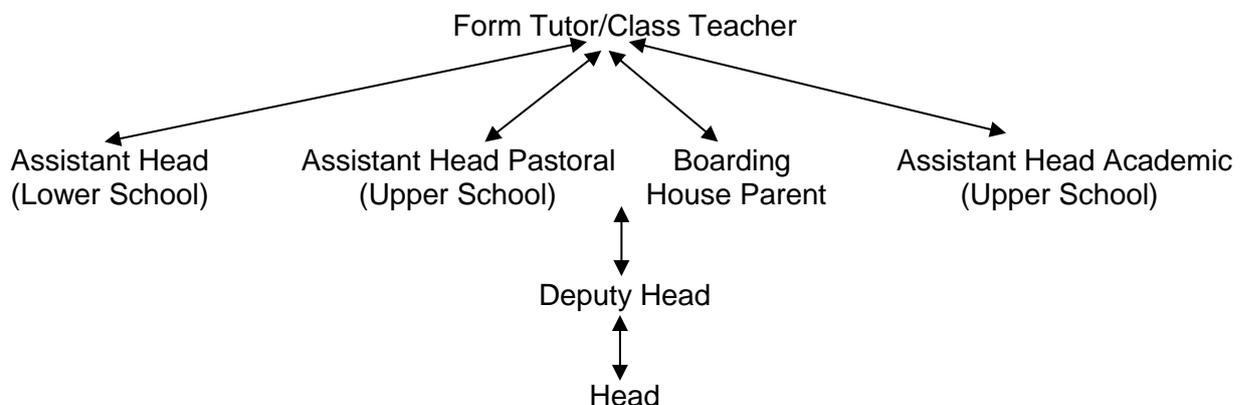
## Introduction

St George's celebrates the quality of teaching and pastoral care provided to its pupils. However, if parents do have a complaint, they can expect it to be dealt with swiftly by the School in accordance with this Procedure.

As defined for the purposes of this Complaints Procedure, a complaint is an expression of dissatisfaction about any particular aspect of the school's operation, which will be handled according to the policy set out below. Written records of all complaints whether they are resolved at the preliminary stage or proceed to a panel hearing will be kept for a period of three years. **All written complaints must be signed by the person making the complaint and all verbal complaints must be verified by name so that communication can be maintained between the school and the complainant. The school will not respond to or investigate any complaint which is anonymous or made on behalf of a third party.**

## Stage 1 – Informal Resolution

- It is hoped that most complaints and concerns will be resolved quickly and informally.
- The School's structure of communication for parents is set out below. In the first instance for the vast majority of issues, parents should first contact their child's Class Teacher/Form Tutor. Thereafter, depending on the nature of the complaint, the lines of communication are as follows;



In some circumstances, a more serious issue may be referred by the Class Teacher/Form Tutor to the Deputy Head or the Head.

- The Class Teacher/Form Teacher will respond to parents within 24 hours of receiving the initial complaint from parents. A written record will be made of all concerns and complaints and the date on which they were received. Should the matter not be resolved with the Class Teacher/Form Tutor or in the event that the Class Teacher/Form Tutor and the parent fail to reach a mutually 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 the Head. The Head will acknowledge receipt of the formal complaint within 24 hours of receiving it. The Head will decide, after considering the complaint, the appropriate course of action to take.
- In the majority of cases, the Head will meet or speak to the parents concerned, normally within 3 working days of receiving the complaint, to discuss the matter. Wherever possible, it is hoped that a resolution will be reached at this stage.
- Should it be necessary for the Head to carry out further investigation, complainants will be notified of the outcome of the investigation within 7 working days of the Head having received the complaint.
- The Head will keep written records of all meetings, interviews and phone calls held in relation to the complaint.
- Once the Head is satisfied that, so far as is practicable, all the relevant facts have been established, a decision will be made and parents will be informed of this decision either in writing or by telephone, whichever is deemed to be the more appropriate. The Head will also give reasons for his/her decision.
- 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 will be made available to ISI on request. If the parents believe the school is not meeting EYFS requirements ISI can be contacted on 0207 6000100 or via email [concern@isi.net](mailto:concern@isi.net)
- If parents are not satisfied with the decision, they have the right to proceed to Stage 3 of this Procedure by writing to the Chair of Governors to request a further investigation.

## **Stage 3 – Panel Hearing**

- If parents seek to invoke Stage 3 (following a failure to reach an earlier resolution), they will be referred to the Chair of Governors, who will consider their complaint by appointing a Complaints Panel.
- Once appointed by the Chairman, the matter will then be referred to this Panel for consideration. The Panel will consist of at least three persons not directly involved in the matters detailed on the complaint, one of whom shall be independent of the management and leadership of the school. The Chairman will acknowledge the complaint in writing and schedule a hearing to take place as soon as possible and practicable such a period not exceeding 10 working days from receipt of the complaint (if during term time) or 20 working days (outside term time)

- 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 5 working days prior to the hearing.
- The parent(s) may be accompanied to the hearing by one other person. This may be a relative, teacher or friend. Legal representation will not be permissible.
- Wherever possible, the Panel will resolve the parents' complaint without the need for further investigation.
- Where further investigation is required, the panel will decide how the further investigation should be carried out. After due consideration of all facts they consider relevant, the Panel will reach a decision within 7 working days of the first Hearing. **The decision of the Panel will be final.** The Panel's findings and any recommendations made will be sent electronically or otherwise to the complainant and, where relevant, the person or person about whom the complaint was made. Such findings will be made available for inspection on the school premises. (The report will be held securely in the Head's office).

Parents can be assured that all concerns and complaints will be treated seriously and confidentially. Correspondence, statements and records of all complaints will be kept confidential, but will be made available to any regulatory bodies (including ISI and Ofsted) or where the Secretary of State under Section 109 of the 2008 Education Act or any subsequent Acts requests access to them. A record of all complaints will be kept for a minimum of 3 years.

### **Complainant's right to appeal**

ISI (The Independent Schools' Inspectorate) may be contacted at any stage for assistance or advice. Their purpose is to monitor the educational and social well-being of school children. ISI can be contacted by telephone on 020 7600 0100.

Complaints are resolved either to the complainant's satisfaction, or with an otherwise appropriate outcome which balances the rights and duties of pupils without unreasonable delay. Parents are not penalised for making a complaint in good faith.

Reviewed: Jan 2018 JRJ

Next review: Jan 2019 Head Teacher

**Approved by Council March 2018 (by email)**