



Complaints Procedure

Firwood Manor Preparatory School

Introduction

The 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 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/daughter's Class Teacher. In many cases, the matter will be resolved straightaway by this means to the parents' satisfaction. If the Class Teacher cannot resolve the matter alone, it may be necessary for him/her to consult the Head.

Complaints made directly to the Head will usually be referred to the relevant Class Teacher unless the Head deems it appropriate for him to deal with the matter personally. The 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 within ten school days or in the event that the Class Teacher and the parent 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 the Head. The Head will decide, after considering the complaint, the appropriate course of action to take.

In most cases, the Head will speak to the parents concerned, normally within five school 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 to carry out further investigations.

The Head will keep written records of all meetings and interviews held in relation to the complaint, indicating whether it was resolved at the panel hearing.

Once the Head is satisfied that, so 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. The Head will also give reasons for his decision.

If parents are still not satisfied with the 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 solution), they will be referred to the Directors of Alpha Schools Limited to convene a complaints panel.

The matter will then be referred to an appropriate Director of Alpha Schools for consideration who will establish a panel which will consist of three persons not directly involved in the complaint, one of whom will be independent of the management and running of The School and appointed in accordance with the DFES guidance. Each of the panel members shall be appointed by the “Directors” – the panel will acknowledge the complaint and schedule a meeting to take place as soon as practicable and normally within fourteen 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 meeting. Copies of such particulars shall be supplied to all parties not later than five days prior to the meeting.

The parents may be accompanied to the meeting 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 make recommendations, which it shall complete within fourteen days of the meeting. The Panel will write to the parents informing them 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, the proprietors and, where relevant, the person complained of.

Parents can be assured that all concerns and complaints will be treated seriously and confidentially. Correspondence, statements and records will be kept confidential except in so far as is required of The School by paragraph 6(2)(o) of the Education (Independent School Standards) Regulations 2003; where disclosure is required in the course of The School’s inspection; or where any other legal obligation prevails.

In addition to the procedure set out in this document, parents are also entitled to make a complaint directly to the Independent Schools’ Inspectorate (ISI), or to OFSTED whose contact details are:-

ISI telephone no: 020 7600 0100 www.isi.net

Ofsted telephone no: 0300 123 4234 <https://www.gov.uk/government/organisations/ofsted>

Date	Position	Name of Reviewer	Date of Next Review
September 2017	Headmistress	Mrs Caroline Greenwood	September 2018