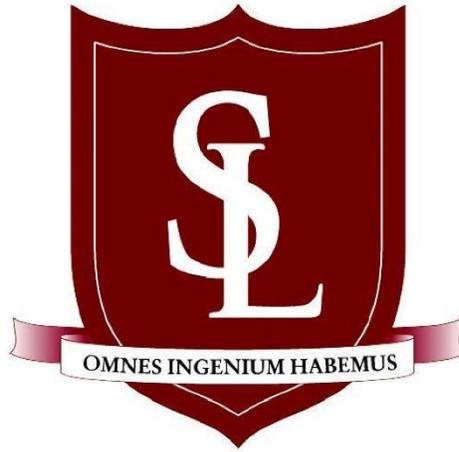


---

# COMPLIMENTS AND COMPLAINTS POLICY

---



**South Lee School**

**Reviewed by: M Watch**  
**Date: September 2016**

# **South Lee School Compliments & Complaints Policy**

*This policy applies to all pupils at South Lee School, including those in the EYFS.*

## **Compliments**

We are always pleased to hear from you when you feel we have done a good job. If you are delighted with the attention and education your child is receiving at South Lee, please do not hesitate to pass on your compliments to the member/s of staff concerned.

## **Complaints**

South Lee School has long prided itself on the quality of teaching and pastoral care provided to its pupils. However, if parents do have a complaint, it will be dealt with, by the school, in accordance with this procedure, which is available on request to the parents of pupils (and prospective pupils) at the school.

### **Pupils:**

Any boy or girl, who feels that he/she is being dealt with unfairly, should feel that they have the freedom to report to his/her pastoral tutor or any other member of staff in whom they have confidence, at the earliest opportunity. Staff are regularly reminded of the importance of providing opportunities for pupils to share opinions both for safeguarding purposes and to encourage Pupil Voice within the school.

If he/she feels that no one at the school is able to meet their needs, then they should discuss the problem with their parents, who are encouraged to take the matter up with the Head.

### **Parents:**

Where parents have a complaint, it will be dealt with, 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 contact their son/daughter's form teacher/House tutor. In many cases, the matter will be resolved straight away and to the parent's satisfaction. If the Form teacher/House tutor cannot resolve the matter alone, it may be necessary for him/her to consult the Deputy Head or Headmaster, as appropriate.

Complaints made directly to the Headmaster, Deputy Head, Head of Pre-prep or Head of Early Years will usually be referred to the relevant teacher, unless the 'line manager' concerned deems it appropriate to deal with the matter personally. In this event, the 'line manager' will attempt to resolve the matter in five days or as soon as is practicable.

The relevant teacher, in conjunction with the Deputy Head or Headmaster, will make a written record of all complaints and concerns (and of subsequent conversations/telephone calls) and the date on which they were received. All the paperwork is to be kept in the complaints file which is kept in the Headmaster's office.

Should a matter not be resolved within five days, or in the event that the relevant teacher 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 will be asked to put their complaint **in writing** to the Headmaster, who will decide, after considering the complaint, the appropriate action to take.

In most cases, the Headmaster will speak with the parents concerned, within forty-eight hours of receiving the complaint, to discuss the matter. If possible a resolution will be reached at this stage.

It may be necessary for the Headmaster to carry out further investigations. These will be completed in seven days, or as soon as is practicable. The Headmaster will keep written records of all meetings and interviews held in relation to the complaint.

Once the Headmaster is satisfied, so far as is practicable, that all of the relevant facts have been established, a decision will be made and the parents will be informed of this decision in writing. The Headmaster will give reasons for the decision.

The written decision will be issued within fourteen days of receiving the complaint. If, for any reason, this is not possible, the Headmaster will write to the parents within the fourteen-day period referred to above, stating the reason or reasons why he/she is unable to issue his/her decision and informing the parents when he/she will do so, which will be within twenty-eight days of receipt of the complaint in any event.

If parents are not satisfied with the decision, they may take the opportunity to proceed to Stage 3 of this procedure.

**Stage 3: Panel Hearing:**

Upon receipt of the written decision, if parents seek to involve Stage 3 of this procedure, they are to write to the Headmaster informing him/her of their decision to do so within 28 days, whereupon the matter will be referred to a hearing before a panel appointed by or on behalf of the Chairman of Governors.

The panel will consist of at least three persons who were not directly involved in the matters detailed in the complaint. One of these shall be independent of the management and running of the school.

The complaint will be acknowledged on behalf of the panel and a hearing scheduled to take place as soon as practicable and normally within fourteen days.

If the convenor of the panel and/or the panel members deem it necessary, they may require (in writing) that further particulars of the complaint or any other related matter be supplied in advance of the hearing. Copies of such particulars shall be supplied to all parties not later than five days before the hearing. Any such further particulars received within five days before the hearing shall be disregarded and inadmissible to the panel because it may not be possible to provide copies to all parties within that timescale.

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 parent's complaint at the hearing, without the need for further investigation. However, should the panel decide at the hearing that further investigation is required, the panel shall decide how such investigations should be carried out and by when they should be concluded.

The panel will reconvene and, after due consideration of all facts they consider relevant, will reach a decision and may make recommendations. This procedure will be completed within fourteen days of the first hearing, wherever possible, but within twenty-eight days in any event, unless otherwise agreed with the parents. The panel will write to the parents informing them of its decision, together with the reasons. The decision of the panel shall be final.

The panel’s findings, including any recommendations, will be sent in writing to the Head, Chairman of Governors and, where the complaint relates to an individual, to that individual.

Provision will be made for a written record to be kept of all complaints, and of whether they were resolved at the preliminary stage or promoted to a panel hearing.

Parents can be assured that all complaints and concerns will be treated seriously and confidentially. Correspondence, statements and records relating to individual complaints will be kept confidential, except where the Secretary of State or a body conducting an inspection under section 162A of the 2002 Act requests access to them.

**Early Years**

In Nursery, complaints should first be made to the Class Leaders or to the Head of Early Years. If unresolved, the Headmaster or Deputy Head may need to become involved and the above procedures for the management of the complaint should be followed. Parents may make a complaint to Ofsted\* and/or ISI\* in respect of our EYFS provision should they wish to do so. A record of any complaint in respect of the EYFS will be kept for at least three years. Complainants will be notified of the outcome of any investigation within 28 days of the school having received the complaint. On request, the School will provide Ofsted/ISI with a written record of any complaint made and the action taken as a result of that complaint.

**Complaints involving a teacher**

1. In the event that a complaint involves or relates to a teacher, then the teacher shall be kept fully informed in writing of the procedure being adopted, in relation to the management of the complaint, and supplied with copies of all documentation.
2. In the event of a panel hearing, the teacher shall have the right to make representations to the panel.

**Contact Details**

<p><b>Ofsted</b>          Piccadilly Gate          Store Street          Manchester          M1 2WD</p> <p>general helpline <b>0300 123 1231</b>  <a href="mailto:enquiries@ofsted.gov.uk">mailto:enquiries@ofsted.gov.uk</a></p>	<p><b>ISI</b>          CAP House          9 - 12 Long Lane          London          EC1A 9HA</p> <p>General enquiries <b>020 7600 0100</b>  <a href="mailto:info@isi.net">mailto:info@isi.net</a></p>
---	---