



Leicester Preparatory School

*Complaint Investigation
Policy*

Last Reviewed: May 2017

Next Review Due: May 2018

COMPLAINT INVESTIGATION PROCEDURE

Introduction

The school aims to provide high quality teaching and pastoral care for all its pupils. However, if parents do have a complaint or comment, the School will follow this procedure

Stage 1 – Informal Stage

The School recognises that a parent may not want to pursue a full complaint and may want to make a comment to the School about any of the services it provides. The School welcomes feedback about any of the services provided by the School and makes a commitment to use any relevant information to improve the services it provides.

However, if a parent wants to pursue a complaint the School will carefully consider this, using this complaints procedure, in a non-defensive and constructive manner.

- If parents have a complaint they should normally contact their son/daughter's Class Teacher. In many cases, the matter can be resolved straightaway by this means to the parents' satisfaction. If the Class Teacher cannot resolve the matter alone, it may be necessary for them to consult the Head of Early Years or the Headmaster.
- Complaints made directly to the Head of Early Years or Headmaster will usually be referred to the relevant Class Teacher unless the Headmaster deems it appropriate to deal with the matter personally in which case the matter will immediately be escalated to Stage 2.
- The Class Teacher will make a written record of all concerns and complaints and the date on which they were received. The Class Teacher will have 10 working days to resolve the complaint, or such further time as is agreed in writing with the parent. If the complaint is received during the holidays the 10 working days will commence immediately school commences. 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 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 Headmaster. The Headmaster will decide, after considering the complaint, the appropriate course of action to take. In most cases, the Headmaster will speak to the parents concerned, normally within two 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 Headmaster to carry out further investigations. The Headmaster may do this himself or refer it to a colleague to investigate
- Written records of all meetings and interviews held in relation to the complaint will be kept.
- Once the Headmaster 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. This will be done within 10 working days of the complaint being made unless

extension time has been agreed with the parent. The Headmaster 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 resolution), they will be referred to the Head of the Complaints Panel.
- The matter will then be referred to the Complaints Panel 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 Director. 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 15 working days of the appointment of the panel..
- The Panel will review the investigation facts and 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 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 with 15 days of the Hearing. 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 Headmaster 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 by law or for reporting purposes.