Leicester Preparatory School

Complaint and Investigations Policy

Date: August 2026
Date to be reviewed: September 2027

COMPLAINTS AND INVESTIGATIONS POLICY AND PROCEDURES

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.

1. 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 a member of the senior leadership team (SLT).

- Complaints made directly to a senior manager will usually be referred to the relevant Class Teacher unless deemed 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 when the new term starts. 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 to Stage 2 of this Procedure.

2. 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 Senior Leadership Team (SLT). On receipt of the complaint, the manager will then decide the appropriate course of action to be taken. In most cases, they 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 SLT to carry out further investigations. The SLT may do this themselves 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 SLT 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. SLT will also give reasons for the decision.

- If parents are still not satisfied with the decision, they should proceed to Stage 3 of this Procedure.

3. Stage 3- Panel Hearing

- If parents seek to invoke Stage 3 of the complaints procedure, (following a failure to reach an earlier resolution), they will be referred to the School Advisory Panel or external nominated support.
- The School Advisory Panel will acknowledge the complaint and schedule a hearing to take place as soon as practicable and normally within 15 working days.
- The School Advisory Panel or external nominated support will review the investigation facts and if deems it necessary, 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 School Advisory Panel or external nominated support will resolve the parents' complaint immediately without the need for further investigation.
- Where further investigation is required, the School Advisory Panel or external nominated support will decide how it should be carried out. After due consideration of all facts they consider relevant, the School Advisory Panel or external nominated support will reach a decision and may make recommendations, which it shall complete within 15 days of the Hearing. The School Advisory Panel or external nominated support will write to the parents informing them of its decision and the reasons for it. (The decision of the School Advisory Panel or external nominated support will be final.) The School Advisory Panel or the external nominated support's findings and any other recommendations will be sent in writing to the parents, and where relevant, the person whom a complaint may be about.

Parents can be assured that all concerns and complaints will be treated seriously and confidentially. Correspondence, statements and records will be kept confidential, except so far as is required by law or for reporting purposes.