



KEREM SCHOOL (INCLUDING EARLY YEARS UNIT)

School Complaints Procedure

Introduction

Kerem 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 and this applies throughout the EYU and the main school.

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 straight away by this means to the parents' satisfaction. If the Class Teacher cannot resolve the matter alone, it may be necessary for her to consult the EYU Co-ordinator or the Head Teacher.

Complaints made directly to the EYU Co-ordinator/Head Teacher will usually be referred to the relevant Class Teacher unless the EYU Co-ordinator/Head Teacher deems it appropriate for them 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 one week (or other agreed period) 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 Teacher. The Head Teacher will decide, after considering the complaint, the appropriate course of action to take.

In most cases, the Head Teacher will contact the parents concerned, normally within 48 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 Head Teacher to carry out further investigations.

The Head Teacher will keep written records of all meetings and interviews held in relation to the complaint.

Once the Head Teacher 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 within 5 days in writing. The Head Teacher will also give reasons for their 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 a resolution), they will be referred to the Chairman of Governors who is appointed by the Governors to call hearings of the Complaints Panel.

The Chairman will form a Complaints Panel (of which he shall be Chairman) and will have sole discretion as to who to appoint to the Panel. One member of the panel will be independent to the running of the school.

The Complaints Panel will acknowledge the complaint and schedule a hearing 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 hearing. Copies of such particulars shall be supplied to all parties not later than three 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. Minutes will be taken.

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 within three 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 making the complaint, the Head Teacher, the Governors and, where relevant, to the person about whom the complaint was made.

Parents can be assured that all concerns and complaints will be treated seriously and confidentially. Any complaints referring to EYFS will be resolved within 28 days and the complainants informed appropriately. Correspondence, statements and records will be kept confidential except in so far as is required of the school by paragraph 6(2)(j) of the Education (Independent Schools Standards) Regulations 2003; where disclosure is required in the course of the school's inspection; or where any other legal obligation prevails.

At any time, should complainants have concerns they may refer the matter to the Independent Schools Inspectorate (Telephone: 02076000100 Email: complaints@isi.net) or Ofsted (Telephone: 03001231231 Email: enquiries@ofsted.gov.uk)

There have been no formal complaints in the academic year 2015-16.

Reviewed November 2016. Next Review November 2017