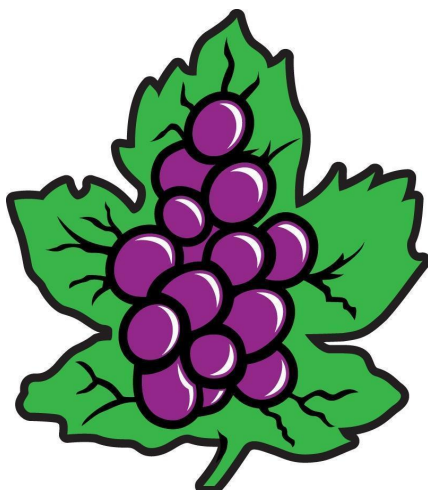




COMPLAINTS POLICY

Kerem School

Approved by:

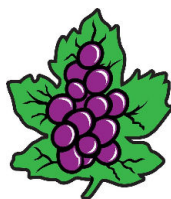
Compliance Committee

Written: September 2021

Last reviewed on:

August 2026

Next review due by: August 2026



KEREM SCHOOL
(This also policy applies to the Early Years Foundation Stage)

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. The complaint will be handled by the School in a confidential manner.

Stage 1 – Informal Resolution

It is anticipated that most complaints and concerns can be resolved quickly and informally, provided that parents follow the procedure outlined below:

- I. If parents have a complaint, they should first contact their son/daughter's Class Teacher or the relevant specialist teacher (e.g. JS/Ivrit/Music) (referred to as the "relevant teacher"). In most cases, the matter will be resolved immediately in a manner that meets the parents' satisfaction.
- II. If the complaint is about the relevant teacher, parents should contact the appropriate phase leader set out in III. below in the first instance.
If the complaint is about a phase leader or the Deputy Head Teacher, then the parents should go to Stage 2.
If the complaint is about the Head Teacher, then the parents will proceed to Stage 2 where the matter will be dealt with by the Chair of Governors or a delegated member of the Governing Body.
- III. If the relevant teacher cannot resolve the matter alone, it may be necessary for the relevant teacher to consult the phase leader. These are:
EYU Lead - Mrs Bloom;
Lower and Upper School Lead - Ms Mansoor
- IV. If the concern still remains unresolved, parents should directly contact one of the Acting Head Teachers, **Mrs Sharman or Ms Rose.**

- V. In all cases, the relevant teacher involved in helping to resolve the complaint will make a written record of all concerns and complaints and the date on which they were received. These notes should be added to CPoms. Should the matter not be resolved within seven (7) school days of the complaint being received by the relevant teacher (or other agreed period) or in the event that the relevant 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.

NB: *Complaints made directly to the Head of the EYU/Head Teacher without following the above procedure will usually be referred to the relevant Class Teacher unless the Head of the EYU/Head Teacher deems it appropriate for them to deal with the matter directly.*

Stage 2 – Formal Resolution

- I. 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.
- II. In most cases, the Head Teacher will contact the parents concerned, **normally within two (2) school days** of receiving the complaint, to discuss the matter. If possible, a resolution will be reached at this stage.
- III. It may be necessary for the Head Teacher to carry out further investigations.
- IV. The Head Teacher will keep written records of all meetings and interviews held in relation to the complaint, certain contents of which may be confidential.
- V. 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 five (5) school days in writing. The Head Teacher will also give reasons for the decision.
- VI. If parents are still not satisfied with the decision, they should proceed to **Stage 3** of this Procedure.

Stage 3 – Panel Hearing

- I. If parents seek to invoke **Stage 3** (following a failure to reach a resolution under Stage 2 or in relation to complaints about the Head Teacher), they will be referred to the Chair of Governors, who is appointed by the Governors to call hearings of the Complaints Panel.
- II. The Chair will form a Complaints Panel (of which she shall be Chair) and will have sole discretion as to who to appoint to the Panel. One member of the panel will be independent of the running of the school. The other two members of the panel will not have been directly involved in the complaint. The Complaints Panel will acknowledge the complaint

and schedule a hearing to take place as soon as practicable and normally within fourteen (14) school days of receiving the complaint.

- III. 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 (3) school days prior to the hearing.
- IV. 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.
- V. If possible, the Panel will resolve the parents' complaint immediately without the need for further investigation. Minutes will be taken.
- VI. 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 **five (5) school 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.
- VII. A record of all complaints made will be kept whether they are resolved following a formal procedure or proceed to a panel hearing; these will include details of action taken by the school as a result of the complaints (regardless of whether they are upheld).
- VIII. 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** of having received the complaint and the complainants informed appropriately about the outcome. **At any time, should complainants have concerns that the school are not meeting the requirements of the EYFS they should contact Ofsted (Telephone: 03001231231 Email: enquiries@ofsted.gov.uk) Address: Clive House 70 Petty France, SW1H 9EX**
- IX. 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 2014; where disclosure is required by the Secretary of State or in the course of the school's inspection under section 109 of the 2008 Act; or where any other legal obligation prevails.

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NB:

Complaints by parents of former pupils will be dealt with under this Complaints Procedure only if the complaint was initially raised when the pupil to which the complaint relates was still registered as a pupil at the School. The only exception to this is if the complaint is a review of a decision taken by the Head to exclude or require the removal of a pupil, in which case such a review must be requested by no later than five working days from the date of the decision to exclude or require the removal of a pupil.

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

There was one formal complaint in the year 2023-24

There were no formal complaints in the academic year 2024-25.

There were no formal complaints in the academic year 2025-26