

Woodhill Schools



Concerns and complaints procedures

*Working in partnership with parents.
“Don’t let small concerns grow into
big ones.”*

Sept 2018

Parental concerns and complaints procedures.

Working together for the best outcomes for pupils.

What to do if you are concerned about any aspect of your child's education?

The staff at the school are very friendly and helpful. The school and the parents form a partnership with best interests of the children at heart. If you have a question about your child's education or welfare then you should speak to the school either in person or by telephone.

Don't let small concerns grow into big ones.

If you want to speak to your child's teacher then afternoons are best; they are often busy looking after children in the mornings.

The head of school is always happy to discuss your child's education and welfare. Sometimes an appointment is necessary but feel free to just pop in.

General enquiries, concerns and questions.

Woodhill Schools have long prided itself on their positive relationships with parents. Where parents have reason to contact the school, these usually take the form of enquiries, concerns and questions.

The school encourages parents to voice their concerns at an early stage, through informal contact with members of staff or the Head.

It is usually possible to speak to members of staff at the end of the school day. Before school is best avoided unless the matter is urgent and can be dealt with swiftly.

Parents may telephone the school office during the day. They may make an appointment to speak informally to the Head and/or class teacher.

A pupil's education is a partnership between the school and parents. All enquiries are treated on the basis that they may benefit the welfare or education of the pupil.

However, if parents do have a complaint, they can expect it to be treated by the School in accordance with this procedure.

Written records are kept of all complaints indicating whether they were resolved at a preliminary stage or whether they proceeded to a panel hearing. Copies of all relevant policy documents, including parental concerns and complaints, are available on request from the school office.

Partnership with Parents Policy

- To value parents contribution to their children's education.
- To work in partnership with parents.
- To respond quickly and appropriately to parental concerns.
- To follow OfSTED guidelines on complaints.
- To be mindful of 'Best Practice Advice for School Complaints Procedures'.

Complaints 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 normally contact their son/daughter's teacher. In most cases, the matter will be resolved straight away. If the teacher cannot resolve the matter alone, it may be necessary for him/her to consult the Head or a senior member of staff.

Complaints made directly to the Head will usually be dealt with informally by the Head after appropriate investigation, but may be dealt with by another member of staff.

The Head 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 a reasonable time (usually 5 working days in term time, longer if outside of term time) or in the event that the teacher and 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. The Head will decide, after considering the complaint, the appropriate course of action to take.

In most cases, the Head will meet/speak to the parents concerned, normally within 5 working 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 Head to carry out further investigations.

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

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

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

Stage 3 - Complaints Panel

If parents seek to invoke Stage 3 (following a failure to reach an earlier resolution), they will be referred to the Principal; Mrs M Dacombe who will call a hearing of the Complaints Panel.

The matter will then be referred to the Complaints Panel for consideration. The panel will consist of at least three persons not directly involved in the matters detailed in the complaint, one of whom shall be independent of the management and running of the school. Each of the Panel members shall be appointed by the Principal. Mrs Dacombe, 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.

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.

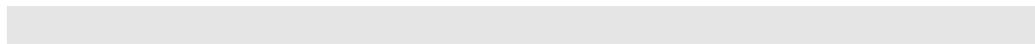
Where further investigation is required, the Panel will decide how it should be carried out. After due consideration of all the facts they consider relevant, the Panel will reach a decision and may make recommendations, which it shall complete within 15 working days of the Hearing. The Panel will write to the parents informing them of its decision and the reasons for it. The decision of the Panel is final. The Panel's findings and, if any, recommendations will be sent in writing to the parents, the Head and, where relevant, the person at the centre of the complaint.

A written record is kept of all complaints that are made including:

whether they are resolved following a formal procedure, or proceed to a panel hearing; and

any action taken by the school as a result of those complaints (regardless of whether they are upheld); and

All correspondence, statements and records relating to individual complaints are kept confidential except where the Secretary of State or a body conducting an inspection under section 109 of the 2008 Act requests access to them.



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 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.

Review:

This policy is reviewed every 2 years or whenever deemed necessary by the Head teacher in the light of events and changes in the law.

September 2018

