



Lady Barn House School

Complaints Policy

Policy Reviewed: Autumn Term 2018

Reviewed by: SLT

Approved by: Directors

Next review: Autumn 2019

This policy is also applicable to the Early Years (EYFS) Department.

Introduction

Lady Barn House School 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 with care and in accordance with this procedure.

Lady Barn House School makes its complaints procedure available to all parents of pupils and of prospective pupils on the school's website and in the school office during the school day. Lady Barn House School will ensure that parents of children at the school are made aware of this policy and that it is made readily available from the school's website or on request.

The School will keep a written record of all complaints, whether resolved informally (Stage 1), formally (Stage 2) or by means of a Panel Hearing (Stage 3).

Please note that, for the purposes of this procedure, the term 'working days' refers to weekdays (Monday to Friday) during term time.

Stage 1 - Informal Resolution

- It is hoped that most complaints will be resolved quickly and informally.
- If parents have a complaint they should normally contact their son/daughter's form teacher or the member of staff in best position to handle the complaint. If this person cannot resolve the matter alone, or requires advice, it may be necessary for them to consult their Head of Department, Deputy Head or the Head.
- Complaints made directly to a senior member of staff will usually be referred to the member of staff in best position to handle the complaint unless the senior person deems it appropriate for them to deal with the matter personally at this stage.
- The member of staff who deals with the complaint will make a written record of all complaints, the date on which they were received and how the complaint was resolved. The school endeavours to acknowledge a written notification by telephone, email or letter, within 5 working days of receipt in term time and as soon as practicable in the school holidays.
- In the event that a satisfactory resolution cannot be reached within a reasonable period (not exceeding 2 term time weeks), complainants should proceed in accordance with Stage 2 of this Procedure.

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Stage 2 - Formal Resolution

- If the complaint cannot be resolved on an informal basis through informal discussions with members of staff, then the parents should make a formal complaint in writing to the Head. The Head will decide, after considering the complaint, the appropriate course of action to take.
- The Head will normally acknowledge receipt of the complaint within 5 working days and will investigate and respond to the complainant in writing within 10 working days. If the complaint is lodged within the school holidays it will normally be dealt with within 28 working days. If possible, a resolution will be reached at this stage and the Head will send written confirmation of the outcome. If parents do not feel the matter is resolved, they must inform the Head within 14 days of receipt of the written outcome, as set out in Stage 3 below.
- 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 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, within 10 working days from the lodging of the complaint. The Head will also give reasons for his decision. If parents are still not satisfied with the decision, they should inform the school, in writing, within 14 days of receiving the Head's decision. If the school does not hear from the parents within this time frame, the complaint will be considered resolved.

Stage 3 – Panel Hearing

- If parents are not satisfied with the outcome of Stage 2, they should write to the Head informing him that they wish the matter be referred to a Complaints Panel.
- The Chairman of Directors will appoint a panel of at least three persons. No panel member will have been directly involved in the matters detailed in the complaints. One member of the panel shall be independent of the management and running of the School. The Chairman of the Board of Directors shall appoint one panel member to be the Convenor. The Convenor will then acknowledge the complaint and schedule a hearing to take place as soon as practicable and normally within 10 working days of the matter being referred to a Panel Hearing.
- Where 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.
- If the Convenor 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 attend the hearing and may be accompanied by one other person, if they wish. This may be a relative, teacher or friend. Legal representation will not normally be appropriate.
- After due consideration of all facts they consider relevant, the Panel will reach a decision and will make findings and recommendations, which it shall complete within 5 working days of the Hearing. The Panel's findings and, if any, recommendations will be sent in writing or by

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electronic mail or otherwise given to the complainant and, where relevant, the person complained about. The decision of the Panel will be final.

- A copy of findings and recommendations will be available for inspection on the school premises by the Chairman of Directors and the Head.

Complaints about EYFS Provision

Complaints by parents of Early Years children about the fulfilment of the EYFS requirements will be investigated and the complainant notified of the outcome of the investigation within 28 days. The school has a written procedure and keeps a record of all complaints and their outcome including any actions taken. Parents of Early Years children may make a complaint direct ISI or Ofsted if they believe the school is not meeting the EYFS requirements.

Independent Schools Inspectorate

Telephone 020 7600 0100
Email: concerns@isi.net

Ofsted

Telephone 0300 123 4234.
Email: enquiries@ofsted.gov.uk

Lady Barn House School will provide Ofsted/ISI, on request, with a written record of all complaints made during a specific period, and the action taken as a result of each complaint. The record of any such complaint will be kept for at least three years.

Confidentiality

Correspondence, statements and records relating to individual complaints will be kept confidential except where the Secretary of State or a body conducting an inspection under Section 108 or 109 of the 2008 Act requests access to them.

Number of complaints made under formal procedures in the past school year.

There were no complaints registered under the formal procedure during 2017-18.