



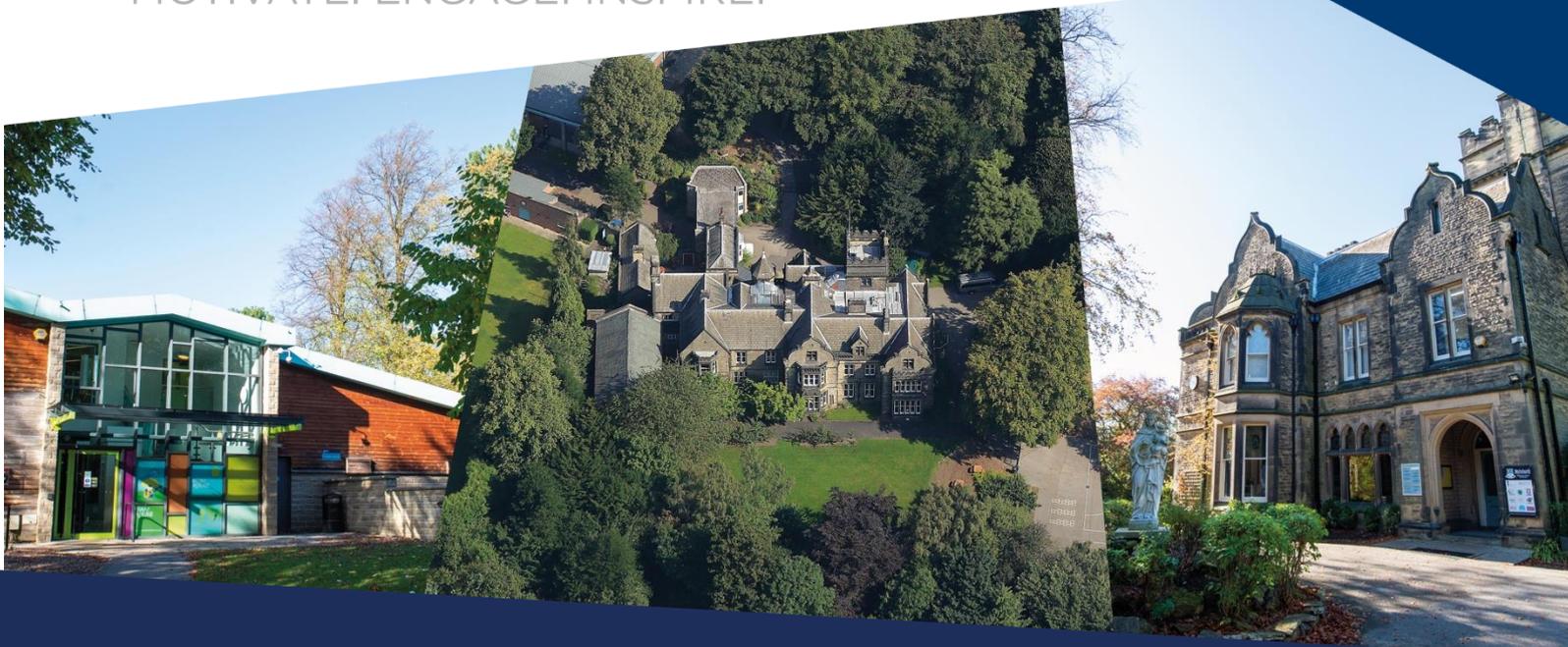
Mylnhurst

Preparatory School and Nursery



Mylnhurst
Campus Group

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Policy Document
Mylnhurst School & EYFS

Complaints Policy

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Approved by SLT

April 2021

Approved by
Board of Directors

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Complaints Policy and Procedure

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1. Introduction

Mylnhurst has long prided itself on the quality of the teaching and pastoral care provided to its pupils; nonetheless, complaints occasionally arise, and if parents do have a complaint it will be recognised by the School and dealt with in accordance with the procedure set out below, and having regard to the following:

- i) a concern is defined as an expression of worry or doubt over an issue considered to be important, for which reassurances are sought.
- ii) a complaint is defined as an expression of dissatisfaction regarding the conduct or operation of the school, the conduct of, actions or inactions of a member of staff, the Governing Body or an individual director, or unacceptable delay in dealing with a matter or, the unreasonable treatment of a pupil or other person.
- iii) the School expects complaints to be raised as soon as is reasonably possible and, unless there are extenuating circumstances, within three months of the incident(s) occurring which give rise to the complaint.
- iv) the policy **ONLY** applies to former pupils and their parents if the complaint is raised formally **IN WRITING** whilst the child is still registered at the School.
- v) “working days” are defined for the purposes of this policy as Mondays through to and including Fridays, during school term dates.
- vi) the time scales set out for the School to respond may differ during school holidays, particularly the long summer holiday period, but where possible the School will endeavour to adhere to the time scales given.
- vii) a complaint may be deemed unreasonable and therefore precluded from the procedure if the person making the complaint is publishing information deemed to be unacceptable in a variety of media such as social media websites and newspapers.
- viii) concerns or complaints relating to Child Protection, Freedom of Information Access, Schools Admissions, Staff Grievance, Whistle Blowing, SEND Assessment and Services provided by

other organisations are NOT covered by these procedures; separate procedures are applicable.

2. Stage One: Informal Resolution

It is hoped that most complaints and concerns will be resolved quickly and **informally**:

- i. if parents have a complaint they should normally contact their child's Class Teacher. In most cases the matter will be resolved straight away to the parents' satisfaction. If the Class Teacher cannot resolve the matter alone, it may be necessary for the Teacher to consult with the Head.
- ii. complaints made directly to the Head will usually be referred to the relevant Class Teacher unless the Head deems it appropriate to deal with the matter personally.
- iii. the Class Teacher will make a **written record of all concerns and complaints including the date they were received.**
- iv. should the matter not be resolved, **as soon as possible and within five working days from the date of the complaint** , or in the event that the Class Teacher and the parents **fail to reach a satisfactory resolution, the parents will be advised to proceed with their complaint in accordance with Stage Two** of this Procedure.

3. Stage Two: Formal Resolution

- i. if the complaint cannot be resolved on an informal basis, parents should **put their complaint in writing** to the Head. The Head will consider the complaint and decide upon the appropriate course of action.
- ii. in most cases the head will speak to the parents concerned **within ten working days** of receiving the complaint and, if possible, resolution will be reached at this stage.
- iii. it may be necessary for the head to carry out further investigations.
- iv. the Head will **keep written records** of all meetings and interviews conducted in the course of the investigations.
- v. once the Head is satisfied that all the relevant facts have been established a decision will be made, and the parents will be informed of the decision with reasons and in writing, **within ten working days** of the conclusion of the investigations.
- vi. **if parents remain dissatisfied with the decision they should proceed to Stage Three** of the Procedure.

4. Stage Three

- i. following failure to reach an earlier resolution, Stage Three of the Procedure will be invoked and parents will be referred to the Company Secretary who has been appointed by the Directors to call Hearings of the Complaints Panel.
- ii. upon invoking Stage Three and requesting a Hearing, the Complainants will provide the Company Secretary **in writing** with full particulars and detailed grounds of their complaint.
- iii. once the Company Secretary has received the grounds of the complaint in writing **the matter will be referred to the Complaints Panel for consideration** and for a Hearing to take place as soon as is reasonably practicable and within twenty working days of receipt of the written grounds.
- iv. the Panel will consist of three persons not directly involved in the matters detailed in the complaint with one member who is independent of the management and running of the school. **Each of the Panel members will be appointed by the Directors.**
- v. 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 any such particulars will be supplied to all parties not later than five working days prior to the Hearing.
- vi. it is not the intention that the parties should be legally represented at the hearing but **the Complainants may be accompanied by one other person**, a relative, teacher or friend.
- vii. if possible, the Panel will resolve the Complainants' concerns immediately without the need for further investigation.
- viii. where further investigation is required, the Panel will decide how to carry out the investigation and, after due consideration of all relevant evidence, will reach a decision and may make recommendations.
- ix. the Panel will endeavour to reach a decision **within ten working days** of the Hearing and such decision, findings and recommendations will be communicated in writing to the Complainants and where relevant the parties complained about.
- x. the decision of the Panel is final.

5. Vexatious Complaints:

The School will resist any abuse of the Complaints Procedure and reserves the right to refuse to investigate complaints considered to be vexatious or malicious or where the Head or Chair of Directors is satisfied with the action the School has already taken or proposes to take to resolve the complaint.

6. Confidentiality:

Parents can be assured that all concerns and complaints will be treated seriously and confidentially.

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



7. Early Years Foundation Stage

Written complaints about the fulfilment of the EYFS requirements must be investigated and the complainant notified of the outcome within 28 days. The record of complaints will be made available to Ofsted and ISI on request.

8. Archiving of Documentation

All documents referring to a complaint will be kept for a minimum of three years.

9. Additional Information regarding your complaint

Any person(s) making a complaint may also refer to the following bodies:-

Independent Schools Inspectorate

CAP House, 9-12 Long Lane, London, EC1A 9HA

Telephone 020 7600 0100

Office for Standards in Education, Children's Services and Skills (Ofsted)

Royal Exchange Buildings, St Ann's Square, Manchester M2 7LA

Telephone 08456 014772