

Terra Nova School Parental Complaints Policy

This policy is for the information of staff and parents only.

Initial Procedure

It is hoped that most complaints or concerns will be sensitively dealt with by Form Teachers and all those involved in the care of young people at Terra Nova School. Similarly, key persons within the EYFS setting (Head of EYFS and Head of Nursery & Pre Prep) must be prepared to respond to complaints addressed to them in a sensitive and carefully considered manner.

All Governors, Senior Management and academic and non academic staff should be receptive to a complaint from a parent. It is recognised, however, that in most cases a complaint will be made to the Head.

In the event of a complaint to the Head,

- i) The Head will investigate the complaint;
- ii) Following investigation, the Head will report his findings and recommendations to the complainant;
- iii) If, upon receipt of the Head's report, the complainant remains unsatisfied, he/she may invoke the following formal procedure.

Formal Procedure

- i) The complainant should write to the Head, outlining his/her complaint. The Head will, if practicable, respond to the complainant in writing within 24 hours, explaining the steps which he/she intends to take to deal with the complaint.
- ii) The Head will, if practicable, meet with the complainant within 7 days and, following investigation, report his/her findings and recommendations to the complainant.
- iii) On the occasion of any meeting with the Head (or with the Chairman of Governors under (v) below), the complainant may be accompanied by a friend. The term 'friend' includes (but is not restricted to) another parent or a member of staff.
- iv) If, following receipt of the Head's report, the complainant remains unsatisfied, he/she should write to the Chairman of Governors (through the Clerk to the Governors), explaining fully the nature of the complaint.
- v) The Chairman of Governors (or in his absence, the Vice Chairman of Governors) will, if practicable, acknowledge receipt of the written complaint in writing within 72 hours. He/she will meet with the complainant and will attempt to resolve the matter informally and by mutual agreement.
- vi) If the complaint is not resolved by the above meeting, the Governors of Terra Nova School will, if practicable, convene within 21 days a panel of at least three individuals not directly involved or connected with the matters which are the subject of the complaint. At least one member of the panel will be independent of the management and running of the School.

- vii) The panel will consider the complaint at a formal hearing. The complainant will be entitled to attend (accompanied by a friend, if he/she so wishes) at such hearing.
- viii) Following the hearing, the findings and recommendations of the panel will be communicated to the complainant and to any other relevant party or parties. The recommendations of the panel are available for inspection, on the school premises by the Chairman of Governors and the Headmaster.
- ix) The school will keep a written record of all complaints and of whether they are resolved at the preliminary stage or proceed to a panel hearing.
- x) The Headmaster ensures that 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 section 162A of the 2002 Act requests access to them.
- xi) As the school provides boarding accommodation, a separate policy is in place in accordance with Standard 5 of the National Minimum Standards for Boarding Schools.

Parental Complaint Procedure

Complaint made by:

Date of complaint:

Nature of complaint

The information below should contain specific detail namely:

- The nature of the complaint
- Who the complaint is being made against
- Time and date of the nature of the complaint

Nature of the complaint:

Who the complaint is being made against:

Any other parties:

Time and date of the nature of the complaint:

Time:

Date:

Signed:

(Complainant)

Headmaster:

Investigation of the complaint

All complaints will be thoroughly investigated in accordance with the procedure outlined in the 'Parental Complaint Procedure'

The investigation will comprise:

- i) Dates and times of all interviews
- ii) Nature of the interviews and notes of the conversations that take place
- iii) Detail of any agreed actions
- iv) A note of any further investigations that may need to take place as a result of information obtained at 2 above

The findings of any investigation will be notified to the complainant **in writing**

In the event that the complainant is dissatisfied with the outcome of any complaint and its subsequent investigation the complainant may have recourse to ask for the intervention of the National Care Standards Commission or Ofsted. The address and contact details for OFSTED are provided below

[Ofsted](http://www.ofsted.gov.uk)

www.ofsted.gov.uk

Royal Exchange
Manchester, M2 7LA
0845 640 4040

Investigation of complaint

Interview with

Time and date of interview

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Any agreed actions;

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2.
3.
4.

Any further investigation required:

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Any further response by School or Complainant:

By the School:

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By the Complainant:

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Signed:

Date: