

# COMPLAINTS PROCEDURE

March 2013  
To be reviewed August 2013

## Introduction

Moreton Hall prides 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. Moreton Hall will make the 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, and Moreton Hall will ensure that parents of pupils and of prospective pupils who request it are made aware that this document is published or available and the form in which it is published or available.

In accordance with paragraph 6(3)(f) of the Education (Independent School Standards) (England) Regulations 2003 (as subsequently amended), Moreton Hall will make available to parents of pupils and of prospective pupils and provide, on request, to the Chief Inspector, the Secretary of State or the ISI for the purposes of section 162A(1) of the Education Act 2002 (as subsequently amended), details of the complaints procedure, and the number of complaints registered under the formal procedure during the preceding school year.

## 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 Form tutor. In many cases, the matter will be resolved straightaway by this means to the parents' satisfaction. If the Form tutor cannot resolve the matter alone, it may be necessary for the Form tutor to consult a member of the management team.
- Complaints made directly to the Headmaster will usually be referred to the relevant Form tutor unless the Headmaster deems it appropriate for him to deal with the matter personally.
- The Form tutor 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 3 days and with satisfactory degree of permanence or in the event that the Form tutor 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.

## 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. The complaint will be acknowledged within 24 hours.
- In most cases the Head will meet the parents concerned as soon as possible, normally within 3 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. Wherever possible further investigations will not extend the period of time from when the complaint was received beyond 5 working days.
- 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. The Head will also give reasons for his/her decision. It will be normal to revisit the matter at an agreed point of time. This review will depend on the nature of the complaint; for instance, in the event of disharmony between children at least a week would be necessary between the initial resolution and the review to establish the security of the solution.
- If parents are still not satisfied with the decision, they should proceed to Stage 3 of this Procedure.

## Stage 3 – Panel Hearing

- If parents seek to invoke Stage 3 (following a failure to reach an earlier resolution), they will be referred to the Chairman of Governors, who has been designated by the Governors to call hearings of the Complaints Panel.
- The matter will then be referred to the Complaints Panel for consideration. The Panel will consist of 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.\* The Chairman of Governors, on behalf of the Panel, will then acknowledge the complaint and schedule a hearing to take place as soon as practicable and normally within 14 days.

\*The DfE gives the following guidance on the identity of an independent panel member: ‘Our general view is that people who have held a position of responsibility and are used to analysing evidence and putting forward balanced arguments would be suitable. Examples of persons likely to be suitable are serving or retired business people, civil servants, heads or senior members of staff at other schools, people with a legal background and retired members of the Police Force might be considered.’

- 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 normally not later than 7 days prior to the hearing.
- The parents may attend the hearing and be accompanied to the hearing by one other person if they wish. This may be a relative, teacher or friend. Legal representation will not normally be appropriate.
- If possible, the Panel will resolve the parents' complaint 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 facts they consider relevant, the Panel will reach a decision and may make recommendations.
- The Panel will write to the parents informing them of its decision and the reasons for it, normally within 14 days of the hearing. The decision of the Panel will be final. A copy of the Panel's findings and recommendations will (if any) be sent by electronic mail or otherwise given to the parents, and, where relevant, the person complained about, as well as the board of governors and the Head.
- A written record will be kept of all complaints and of whether they are resolved at the preliminary stage or proceed to a Panel hearing.

Parents can be assured that all concerns and complaints will be treated seriously and confidentially. 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 162A of the 2002 Act requests access to them.

#### WRITTEN COMPLAINTS RELATING TO THE REQUIREMENTS UNDER THE STATUTORY FRAMEWORK FOR THE EYFS:

Moreton Hall will provide Ofsted, on request, with a written record of all complaints made during any specified period, and the action which was taken as a result of each complaint. The record of any such complaints will be kept for at least 3 years.

Parents of Children in EYFS (Reception) may complain to OFSTED via <http://live.ofsted.gov.uk/onlinecomplaints/> or telephone 08456 404045 or e-mail [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk) or write to: Enquiries, The National Business Unit, OFSTED, Royal Exchange Buildings, St. Ann's Square, Manchester M2 7LA

ISI may be contacted by telephone on 020 7776 8830 or you may e-mail [durell.barnes@isi.net](mailto:durell.barnes@isi.net)

In 2011/2012 no complaints were registered about Moreton Hall by means of any of these formal procedures.