



Parental Concerns and Complaints Procedure

This policy is inclusive of all pupils in the school including those in the Early Years Foundation Stage

Reviewed: March 2024

Reviewed by: K Beardall

Like all schools, Moulsford prides itself on the quality of its teaching and the pastoral care it provides for its pupils.

However, no school is ever perfect and if a parent does have a concern or complaint they can expect it to be treated by the school in accordance with this procedure.

The school adheres to the requirements under Part 7 of The Independent School Standards, namely:

- A record of all concerns and complaints is kept for at least 25 years.
- Parents of boarders are informed by the school how they can contact ISI regarding any complaints regarding boarding welfare but only after they have gone through the school's concerns and complaint procedure.
- A written record is kept of serious complaints and their outcomes, for regular review by the Head or a member of the Senior Management Team.
- Concerns and complaints are resolved either to the complainant's satisfaction or with an otherwise appropriate outcome, which balances the rights and duties of pupils, without unreasonable delay.
- Pupils are not penalised for raising a concern or making a complaint in good faith.
- The policy does not apply to past pupils unless they initially made the complaint whilst registered at the school.
- Complaints about the fulfilment of EYFS requirements will be investigated and the complainant notified of the outcome of the investigation within 28 days.
- Any action taken by the school as a result of a concern or complaint will be recorded whether the complaint is upheld or not.
- Parents may appeal against a decision made by the school about their complaint; details of how to do this are outlined below.

Early Years Foundation Stage

Parents of children in the Early Years Foundation Stage may make a complaint directly to Ofsted, Piccadilly Gate, Store Street, Manchester. M1 2WD (0300 123 1231, or The Independent Schools Inspectorate (ISI) CAP House, 9-12 Long Lane, London EC1A 9HA (020 7600 0100) if they have a complaint about the fulfilment of EYFS requirements.

LEVEL 1 – ‘INFORMAL’ (CONCERN)

It is hoped that most concerns will be resolved quickly and informally. If parents have a concern, they may contact their child’s Form Head or another member of staff. All staff are required to acknowledge a parent’s concern within 24 hours. The member of staff will make a written record of all concerns and the date on which they were received. In many cases, the matter can be resolved straight away and to the parents’ satisfaction. If the member of staff cannot resolve the matter alone it may be necessary for the member of staff to refer it to the Head or Senior Management Team.

Concerns raised directly with the Head will usually result in discussions with the Senior Management Team and the members of staff involved.

A record of the concern is filed in the ‘concerns’ folder. In almost all cases this is an annotated copy of the email stream between the parent and teacher concerned. The school will aim to resolve the concern within seven days. Should that not be possible, or in the event the member of staff and the parent fail to reach a satisfactory resolution, parents will be advised to raise their ‘concern’ to a ‘complaint’, in accordance with Level 2 of this procedure.

LEVEL 2 – ‘FORMAL’ (COMPLAINT)

If the concern cannot be resolved in this way, the parents should put their complaint in writing to the Head on the ‘Level 2 - Formal Complaints’ form. Copies are available from the School Office on request. The Head will decide, after considering the complaint, the appropriate course of action to take. The Head will meet the parents concerned within three days of receiving the complaint to discuss the matter. It may be necessary for the Head to carry out further investigations after this meeting but these will be completed within seven working days or as soon as is practicable. The Head will keep written records of all meetings and interviews held in relation to the complaint.

Once the Head is satisfied, so far as is practical, and all 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 their decision.

The Head will contact the parents with their resolution within 14 days. If for any reason this is not possible, the Head will write to the parents within the 14-day period referred to above, stating the reason why they are unable to issue their decision (for instance during the school holidays) and informing the parents when they will do so. The decision will be issued to the parents within 28 days of receipt of their complaint in any event.

If parents are still not satisfied with the decision they should proceed to Level 3.

LEVEL 3 – ‘PANEL HEARING’

If parents are still dissatisfied they will be referred to one of two Parent Governors, who will convene a panel as the formal ‘Complaints Panel’. The matter will then be referred to the Complaints Panel for consideration.

The panel convene within 14 days of the parents’ decision to proceed. It 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 Chairman of Governors, who will then acknowledge the complaint on behalf of the

panel and schedule a hearing to take place as soon as practicably possible (within fourteen days at the latest).

One other person may accompany the parents to the hearing; 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, the panel will reach a decision and may make recommendations, which it shall complete and communicate to the complainants within seven days of the hearing.

The panel will write to the parents within seven days of the hearing, informing them of its decision and recommendations, and the reasons for them. The decision of the panel will be final. The panel's findings and any recommendations will be sent, in writing, to the Head, the Governors and, where relevant, to the person complained about.

Parents can be assured that all concerns and complaints will be treated seriously and confidentially. Correspondence, statements and records will be kept confidential except insofar as required of the school by section 108 or 109 of the 2008 Act where disclosure is required in the course of the school's inspection and where any other legal obligation prevails.

Number of complaints registered under this formal procedure in the previous academic year (Sept 2022 - Sept 2023) – ONE.



MOULSFORD

Level 2 - Formal Complaint Form

Please complete and return to Mr Beardmore-Gray who will acknowledge receipt and explain what action will be taken.

Your name:

Pupil's name (if relevant):

Your relationship to the pupil (if relevant):

Address:

Postcode:

Daytime telephone number:

Evening telephone number:

Please give details of your complaint.

What action, if any, have you already taken to try and resolve your complaint?
(Who did you speak to and what was the response)?

What actions do you feel might resolve the problem at this stage?

Are you attaching any paperwork? If so, please give details.

Signature:

Date:

Official use

Date acknowledgement sent:

By who:

Complaint referred to:

Date: