

**St. Joseph's**

**PARK HILL SCHOOL**



## **COMPLAINTS PROCEDURE**

This Policy also applies to the  
Early Years Foundation Stage  
and  
Before and After School Provision

### **Mission Statement**

**We prepare our children for the challenges of the future  
in a nurturing and stimulating environment  
built on Catholic foundations.**

Policy reviewed: Jan 2023 MW

## **Parental Complaints Procedure**

### **Statement of Intent**

Communication is a vital part of our shared commitment to providing a caring and supportive environment in which our children may develop and grow, in confidence and safety.

This procedure is intended to provide a means by which complaints and expressions of dissatisfaction may be raised by parents and carers, whilst at the same time providing a transparent and effective means by which such complaints may be recorded, investigated and acted upon.

St Joseph's Park Hill is proud of its care and commitment to its pupils and families. However, if parents do have a complaint, they can expect it to be treated by the school in accordance with the following procedure

### **Stage1 Informal Resolution**

If parents have a complaint they should initially speak to their son / daughter's class teacher. A solution or action may be agreed at this stage. The interview will be recorded and a copy of the interview will be kept by the class teacher and a copy passed to the Head.

If the matter cannot be resolved satisfactorily then a meeting with the Headteacher should be requested, who will investigate and attempt to resolve the problem as soon as possible and no longer than 3 working days.\*

Should the matter not be resolved at this stage and parents are not satisfied with the outcome at Stage 1, then they should proceed to Stage 2 of this procedure.

### **Stage 2 Formal Resolution**

If the complaint cannot be resolved on an informal basis, the parents should put their complaint in writing to the Headteacher.

The Headteacher will meet or speak to the parents concerned, normally within 5 working days\* of receiving the written complaint, to discuss the matter. If possible a resolution will be reached at this stage and parents will be informed of the decision in writing normally within 2 working days\* of the meeting taking place.

The Headteacher will keep written records of all correspondence, meetings and interviews held in relation to the complaint

If parents are still not satisfied with the decision, they should proceed to stage 3 of this procedure.

### **Stage 3 Panel Hearing**

If dissatisfied with the outcome of the Headteacher's investigation, the parents should write to the Chair of Governors, via the school, marked CONFIDENTIAL. The Chair of Governors will acknowledge receipt of the complaint.

If the parents wish the matter to be considered further, the Chair of Governors will convene a Panel which will consist of three people, none of whom were directly involved in the matters detailed in the complaint – two Governors and a third member who is independent of the management and running of the school. A hearing will be scheduled to take place as soon as practicable and normally within 10 working days. \*

If the Panel deem 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 2 working days\* prior to the hearing.

The parents may be accompanied to the hearing by one other person. Legal representation will not normally be appropriate.

If the panel is unable to resolve the parents' complaint at the initial hearing and further investigation or documentation is required, further time will be required.

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 and where relevant the person complained about, informing them of its decision and the reason for it within 3 working days\* of the outcome being decided.

The decision of the Panel will be final. The Panel's findings and any recommendations will be sent in writing to the parents, the Head, the Governors and, where relevant, the person complained of.

*NB: If the matter falls within a school holiday, the holiday period will be taken into account after which normal time scales will be followed.*

A written record will be kept for **seven** years of all complaints, and whether they are resolved following a formal procedure, or proceed to a panel hearing.

**Where the complaint has a safeguarding angle, records must be retained until the person accused reaches retirement age or for 10 years from the date of the allegation if it is longer.**

A written record will be kept of any action taken by the school as a result of these complaints (regardless of whether they are upheld)

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.

### **EYFS**

A written record will be kept of any complaints relating to the fulfilment of the EYFS requirements including the outcome of the investigation into the complaint. Complainants will be notified of the outcome of the investigation within 28 working days.<sup>\*</sup> of receiving the complaint. Records will be made available to Ofsted on request.

Parents have the right to make a complaint to Ofsted and / or ISI if they so wish.

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Number of Complaints which reached the formal stage in the Academic Year 2021– 2022	0
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<sup>\*</sup>*working days means a day during the school term when the school is in session*