

COMPLAINTS POLICY



Norfolk House School

Introduction

Norfolk House School prides itself on the quality of teaching and pastoral care provided for its pupils. However, if parents have a complaint they can expect the school to follow this procedure. The policy aims to set out the procedure for parents to follow in a clear fashion. It applies to all parents of pupils in the school, **including the Early Years Foundation Stage**. It does apply to past pupils but only if the complaint was initially raised when the pupil was still registered.

A complaint is classed as any matter about which a parent of a pupil is unhappy and seeks action by the school.

A Stage 1 – Informal Resolution

1. It is hoped that most concerns will be resolved quickly and informally.
2. If parents have a complaint or concern they should normally contact the relevant form teacher. In many cases the matter will be resolved at this point to the parents' satisfaction.
3. Concerns made directly to the Headmistress or other senior staff will usually be referred to the relevant form teacher.
4. The form teacher will make a written record of all concerns and the date on which they were received. Should the matter not be resolved within a week or in the event the form teacher and the parent fail to reach a satisfactory resolution then parents will be advised to proceed to Stage 2.

B Stage 2 – Formal Resolution of a Complaint

5. If the concern cannot be resolved on an informal basis then the parents should put their complaint or concern in writing to the Headmistress at which point the school shall treat it as a complaint. The Headmistress will decide, after consideration, the appropriate course of action to take. In most cases the Headmistress will speak with the parents concerned within 7 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.
6. The Headmistress will keep written records of all meetings and interviews held in relation to the complaint. The Headmistress will use all reasonable endeavours to conclude her investigations within 14 days of receiving the complaint and will communicate her decision to the complainant in writing within 7 days thereafter.
7. If parents are still not satisfied with the decision they should proceed to Stage 3.

C Stage 3 – Holding of a Panel Hearing

8. If the complaint is still unresolved, a panel hearing will be held which allows for a parent (or parents) to attend and be accompanied if they wish. The panel will be appointed by the Board of Directors and will consist of at least three people who are not directly involved in the matters detailed by the complaint. One panel member must be independent of the management and running of the school. A copy of all panel findings and recommendations will be provided to the complainant and, where relevant, the person complained about, and will be available for inspection on the school premises by the Board of Directors and the Headmistress.

9. In the absence of exceptional circumstances, the panel will respond to the complaint in writing within 14 days of its receipt.

D All Complaints

10. All written complaints which fall under the formal part of the procedure will be logged and a note will be made of whether they are then resolved or proceed to a panel hearing. They will be kept for at least three years.
11. Correspondence, statements and records relating to individual complaints will be kept confidential except in so far as is required of the school by paragraph 6(2)(j) of the Education (Independent Schools Standards) Regulations 2003; where disclosure is required in the course of the school's inspection; or where any other legal obligation prevails. The school will supply ISI and/or Ofsted with a written record of complaints and their outcomes on request.
12. ISI may be contacted on www.isi.net or on telephone number : 020 7600 0100.
13. The complaints procedure does not cover exclusions.

E Early Years Foundation Stage (EYFS)

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

Parents who have a complaint in respect of the School's EYFS provision (Transition and Reception Classes) may contact the Independent School's Inspectorate (ISI) as above or Ofsted in addition to following the School's procedure in the following ways :

By letter :
Piccadilly Gate
Store Street
Manchester
M1 2WD

By email : enquiries@ofsted.gov.uk

By telephone : 0300 123 1231

A record of any complaint in respect of the EYFS will be kept for at least three years.