

# **FALKNER HOUSE CONCERNS AND COMPLAINTS POLICY AND PROCEDURE including the number of formal complaints in the last academic year (NURSERY – Y6 including the EYFS) DfE standard 7**

Falkner House has always prided itself on the quality of the teaching and pastoral care provided to its pupils. However, if parents of pupils do have a concern or complaint they can expect it to be treated by the School in accordance with this Procedure. For the purposes of this policy, any matter about which a parent of a pupil is unhappy or concerned and seeks action is deemed to be a 'complaint'. The complaints policy applies to past pupils if the complaint was initially raised when the pupil was registered. There is a separate policy and procedures with regard to exclusions.

Please note that working days are defined as Monday – Friday within term time – term dates dates being published on the Falkner House website

## **Stage I - Informal Resolution**

- It is hoped that most complaints will be resolved quickly and informally.
- If parents have a complaint they should normally contact their pupil's Form Teacher. In many cases, the matter will be resolved straightaway to the parents' satisfaction. If the Form Teacher cannot resolve the matter alone, he/she will consult the Headteacher.
- Complaints made directly to the Headteacher will usually be referred to the relevant Form Teacher unless the Headteacher deems it appropriate for her to deal with the matter personally.
- The Headteacher will make a written record of all significant complaints and the date on which they were received. This is kept within the appropriate Falkner House log. Should the matter not be resolved within seven working days or in the event that the Headteacher 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 Headteacher. The Headteacher will decide, after considering the complaint, the appropriate course of action to take.
- During term time the Headteacher will acknowledge receipt of the complaint by speaking to the parents concerned, within three working days of receiving the complaint, to discuss the matter. During the holidays, the school will, whenever possible keep to this timetable. If possible, a resolution will be reached at this stage.
- It may be necessary for the Headteacher to carry out further investigations which will be carried out within five working days.
- The Headteacher will keep written records of all meetings and interviews held in relation to the complaint.
- Once the Headteacher 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; this will happen within fifteen working days of the formal complaint being acknowledged. The Headteacher will also give reasons for her decision.
- 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 Principal and also the Bursar, who has been appointed by the Partners to call hearings of the Complaints Panel.
- The matter will then be referred to the Complaints Panel for consideration. The Panel 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 Partners on behalf of the Panel. The Panel will then acknowledge the complaint and schedule a hearing to take place as soon as practicable and within ten working days.
- 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 not later than two working days prior to the hearing.
- The parents may attend and be accompanied to the hearing. 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 and agree a timescale within ten working days. After due consideration of all facts it considers relevant, the Panel will make findings and recommendations, which it shall complete within five working days of the Hearing. The Panel will write to or email the parents informing them of its decision and the reasons for it. The Panel's findings and recommendations will be sent in writing or by email to the parents, and, where relevant, the person who is the subject of the complaint. Copies of the findings and recommendations for the Headteacher and the proprietors will be kept on the school premises.

A confidential written record is kept by the Bursar of all complaints that proceed to Stage 2 or 3. A separate register of all significant concerns/ complaints resolved informally at Stage 1 is kept in the appropriate office (Falkner House Log) together with action taken by the school as a result of those complaints (regardless of whether they are upheld). Please note, although all formal complaints will be made in writing, this does not mean that the formal stage is automatically triggered whenever a concern is expressed in writing.

Parents can be assured that all concerns and complaints will be treated seriously and confidentially. Correspondence, statements and records will be kept confidential except in so far as is required of the school under s.108 or s.109 of the 2008 Act; where disclosure is required in the course of the school's inspection.

Details of the school Exclusion Policy is to be found in the Behaviour Policy.

If unsatisfied by the school's response, parents can also address a complaint to the DfE or ISI (Independent Schools Inspectorate) - 020 7600 0100 if they believe the school is not meeting the ISI standards and regulations

### **EYFS (Nursery and Reception).**

The Falkner House EYFS setting is not registered. Falkner House will investigate written complaints relating to their fulfilment of the EYFS requirements and notify complainants of the outcome of the investigation within 28 days of having received the complaint. The record of complaints must be made available to Ofsted and the ISI on request. In the case of Nursery and Reception pupils, parents may also address a complaint to Ofsted - 0845 640 4045 or ISI - 020 7600 0100 if they believe the school is not meeting the EYFS requirements. The written record of complaints is kept for at least three years.

There have been no complaints at either stage 2 or 3 in the academic year 2017-18 or in the academic year to date.