



LANGLEY SCHOOL

COMPLAINTS POLICY

Introduction

The School has long prided itself on the quality of the teaching and pastoral care provided to its students. However, if parents of current registered students do have a complaint, they can expect it to be treated by the School in accordance with this Procedure.

Definition of a complaint

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

Please note that this policy does not relate to appeals over exclusions from the school. Please refer to the school's Behaviour Policy. This Policy does apply to past students but only if the original complaint was raised whilst the student was still registered.

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 teacher. In many cases the matter will be resolved straightaway by this means to the parents' satisfaction, usually on the same day as the complaint is received, or certainly within three days. If the form teacher cannot resolve the matter alone, it may be necessary for him or her to consult a senior member of staff (Head of Year, Head of Boarding, Deputy Head or Headmaster), in which case a response will be made within seven days of the original complaint.
- Complaints made directly to a senior member of staff will usually be referred to the relevant form or subject teacher unless the senior member of staff deems it appropriate for him or her to deal with the matter personally. A response will be made within seven days of the complaint.
- The teacher 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 two weeks or in the event that the form teacher and the parents fail to reach a satisfactory resolution, then parents will be advised to proceed with their complaint in accordance with stage 2 of this Procedure.
- All informal complaints will be passed to Management, to enable patterns of concern to be monitored.



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 Headmaster. The Headmaster will decide, after considering the complaint, the appropriate course of action to take.
- An acknowledgement of the complaint will be made within three days, to include an explanation of how the complaint will be dealt with.
- In most cases, the Headmaster will speak to the parents concerned, normally 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.
- The Headmaster will keep written records of all meetings and interviews held in relation to the complaint.
- Once the Headmaster 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, within two weeks of the commencement of stage 2 of this procedure. The Head will also give reasons for his/her decision.
- If parents are still not satisfied with the decision, they should proceed to Stage 3 of this Procedure.

Stage 3 – Personnel Committee Complaints Panel Hearing

- If parents seek to invoke Stage 3 (following a failure to reach an earlier resolution), they will be referred to the Chair of Governors, who has been appointed by the Governors to call hearings of the Personnel Committee Complaints Panel. This will be initiated within 48 hours.
- The matter will then be referred to the Personnel Committee Complaints Panel for consideration. The Personnel Committee Complaints Panel will consist of at least three persons not directly involved in the matters detailed in the complaint. Each of the Personnel Committee Complaints Panel members shall be appointed by the Board of Governors. At least one member of this Committee will be independent of the management and running of the school. (The school follows Dfe guidance on the appointment of an Independent panel member) The Clerk to the Governors, on behalf on the Personnel Committee Complaints Panel, will then acknowledge the complaint and schedule a hearing to take place as soon as practicable and normally within 14 days.
- If the Personnel Committee Complaints 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 2 days prior to the hearing.



- The parents may be accompanied to the hearing by one other person. This may be a relative, teacher or friend. Legal representation will not normally be appropriate.
- If possible, the Personnel Committee Complaints Panel will resolve the parents' complaint immediately without the need for further investigation.
- Where further investigation is required, the Personnel Committee Complaints Panel will decide how it should be carried out. After due consideration of all facts they consider relevant, the Personnel Committee will reach a decision and may make recommendations, which it shall complete within 7 days of the Hearing. The Personnel Committee Complaints Panel will write to the parents informing them of its decision and the reasons for it. The decision of the Personnel Committee Complaints Panel will be final. The Personnel Committee Complaints Panel's findings and, if any, recommendations will be sent in writing to the parents, the Head, the Governors and, where relevant, the person complained of. A copy of these findings and recommendations will be available for inspection on the school premises by the Headmaster and Governors.
- Written records will be kept of all complaints and outcomes, at whatever stage they were resolved including action taken by the school as a result of these complaints (regardless of whether they are upheld).

Parents can be assured that all concerns and complaints will be treated seriously and confidentially. Correspondence, statements and records relating to individual complaints are to 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.

During term time, the school will attempt to adhere to the time frames detailed above but some flexibility may be required if a complaint is raised during school holiday periods.

Parents can contact the Headmaster's PA for information relating to the number of formal complaints received in the last academic year.

The Chair of Governors may be contacted via the School's address, marking any such correspondence 'for the attention of the Chair of Governors'.

If parents remain unhappy with the outcome from Stage 3 or any part of the process, they are able to contact the authorities detailed below:

1. Ofsted: Telephone 0300-123-4666 or 08456-404040.
2. ISI: Telephone 020-7600-0100.

Appendices

1. This policy applies to current pupils and parents, not prospective students/parents.
2. The School will maintain a record of complaints made in writing under the "formal" part of the procedure.