



## COMPLAINTS PROCEDURE

The School refers to all staff and students in St Mary's School, which includes the Early Years/Foundations Stage (EYFS), the Preparatory Department (Years 1-6), Senior House (Years 7-11) and the Sixth Form (Years 12-13).

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

### Procedure

#### Stage 1 – Informal Resolution

- It is hoped that most complaints will be resolved quickly and informally.
- If parents have a complaint they should they should look to contact the most appropriate member of staff. This could include the relevant form tutor, the Head of Section (Head of KS3, Head of KS4, Head of Sixth Form) or a member of the Senior Leadership Team (SLT). In many cases, the matter will be resolved straightaway by this means to the parents' satisfaction. If the member of staff cannot resolve the matter, it may be necessary for him/her to consult with SLT or the Headmistress.
- Complaints made directly to the Headmistress will be referred to the appropriate member of the Senior Leadership Team, unless the Headmistress deems it appropriate for her to deal with the matter personally.
- The member of the staff will make a written record of all complaints and the date on which they were received, and give a copy to the Headmistress. Should the matter not be resolved within **14 days**, or in the event that satisfactory resolution fails to develop, 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 (Stage 1)**, then the parents should put their complaint in writing to the Headmistress. The Headmistress will decide, after considering the complaint, the appropriate course of action to take. Please note that writing a letter to the Headmistress does not automatically trigger a formal complaint. Complaints will only progress to the formal stage after first being considered at Stage 1.
- In most cases, the Headmistress will meet/speak to the parents concerned, normally **within 5 working 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 Headmistress to carry out further investigations which she will endeavour to complete **within an additional 5 working days** of contact with parents.



- The Headmistress will keep written records of all meetings and interviews held in relation to the complaint, as well as any action taken by the school as a result of the complaint whether or not the complaint is upheld.
- Once the Headmistress 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. The Headmistress 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 via Stage 1 or Stage 2), they will be referred to the Clerk to the Governors (Bursar), who has been appointed by the Governors to call hearings of the **Complaints Panel**.
- The matter will then be referred to the Complaints Panel for consideration. Each of the Panel members shall be appointed by the Chair of Governors. 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. The Clerk to the Governors (Bursar), on behalf of the Panel, will then acknowledge the complaint and schedule a hearing to take place as soon as practicable and normally **within 14 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 **three working 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. Parents may choose to not attend the hearing if they wish but the school should seek to accommodate parental availability for dates.
- 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 facts they consider relevant, the Panel will reach a decision and may make recommendations, which it shall complete **within 10 days of the Hearing**.
- The Panel will write to the parents informing them of its decision and the reasons for it. The decision of the Panel will be final. The Panel's findings and, if any, recommendations will be sent in writing to the parents, the Headmistress, the Governors and, where relevant, the person against whom the complaint has been made.

For Stage 2 and Stage 3 complaints, a written record will be kept of the complaint, and any actions taken by the school as a result of the complaint (whether or not the complaint is upheld).



Parents can be assured that all concerns and complaints will be treated seriously and confidentially. Correspondence, statements and records 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 requires access to them.

**For the Early Years Foundation Stage**

The record of complaints is kept for at least three years. We will notify complainants of the outcome of an investigation **within 28 days** of receipt of a complaint.

Parents may make a complaint directly to the Department for Education or to the Independent School Inspectorate should they so wish. Contact details are as follows:

Independent Schools Inspectorate, Ground Floor, CAP House, 9-12 Long Lane, London EC1A 9HA; telephone 020 7600 0100. [www.isi.net](http://www.isi.net)

Department for Education, sanctuary Buildings, 20 Great Smith St, London SW1P 3BT  
Phone: 0370 000 2288

The School will provide the ISI on request with a written record of all complaints made during any specified period and the action that was taken as a result of each complaint.

**There were no formal complaints in the academic year 2017-18.**

This policy will be reviewed annually

October 2018