



# Brigidine School Windsor

---

## Dealing with Complaints

### Policy

<b>Policy History</b>	
<b>Original Author</b>	Elizabeth Robinson
<b>Date</b>	November 2009
<b>Person responsible for latest revision</b>	
<b>Significant changes in latest revision</b>	
<b>Date of latest discussion and agreement by staff</b>	
<b>Proposed review date</b>	November 2010

# Contents

<b>Dealing with Complaints Policy</b> .....	<b>3</b>
<b>Complaints from Pupils</b> .....	<b>3</b>
Junior Pupils .....	3
Senior Pupils .....	3
<b>Complaints from Parents</b> .....	<b>3</b>
Primary Stage .....	3
Panel Stage .....	4
Copies of Complaints.....	4
Early Years Foundation Stage (EYFS).....	4
<b>Complaints From Staff</b> .....	<b>5</b>

## Dealing with Complaints Policy

Brigidine School Windsor aims to be a listening and responsive school. Pupils, parents and staff are encouraged to inform the school of their concerns, while they are still minor ones, so that they may more easily be resolved. It is hoped that most concerns and complaints will be resolved quickly and informally. The vast majority of concerns received are resolved within a few days. In order to achieve a satisfactory resolution the following procedure is suggested:

### Complaints from Pupils

#### JUNIOR PUPILS

- If a pupil has a concern or complaint then in the first instance they should discuss this with their class teacher.
- If the resolution is more complex then the issues may be passed on to the Assistant Head / Head of Juniors.
- A written record will be kept of all significant concerns and complaints, the date on which they were received and the details of the subsequent investigation.
- Pupils will always be kept informed of both the investigation and the resolution.
- There should be an agreed resolution within 28 days.
- If parents become involved formally, the procedure Complaints from Parents as described below, will apply.

#### SENIOR PUPILS

- If a pupil has a concern or complaint then in the first instance they should discuss this with their subject teacher, form tutor or Head of Key Stage, as appropriate.
- If the resolution is more complex then the issues may be passed on to the Head of Welfare or the Head.
- A written record will be kept of all significant concerns and complaints, the date on which they were received and the details of the subsequent investigation.
- Pupils will always be kept informed of both the investigation and the resolution.
- There should be an agreed resolution within 28 days
- If parents become involved formally, the procedure Complaints from Parents as described below, will apply.

### Complaints from Parents

#### PRIMARY STAGE

- In the first instant the parent(s) / guardian(s) should contact the form tutor or the member of teaching staff concerned. This can be done by voicemail, letter or email.
- A reply should be given to the parent(s) / guardian(s) in 5 working days and it must be documented using the school's Pastoral Form.
- Investigation of the complaint will proceed and further contact will be made within 10 working days of the reply. In some circumstances the investigation may well continue after this time period e.g. because the issue is delicate or difficult or the member of staff is away on a school trip or is absent because of illness.

- If at the end of the investigation the parent(s) / (s) guardian is/are not satisfied with this reply then he/she/they should then contact the Head of Key Stage within 5 working days.
- Contact should then be made with the parent / guardian in 5 working days and it must be documented using the school's Pastoral Form.
- If the matter is still not resolved then the next member of staff to contact should be the Head who again has 5 working days to reply, documenting all contact using the school's Pastoral Forms.
- At this stage the parent / guardian may be invited into school.

#### PANEL STAGE

If the complaint needs to go further then the following procedure should be followed.

- If the parent / guardian is not satisfied with the response to a complaint they should make their views known in writing to the Head within 5 working days of the meeting with the Head (or her representative).
- The school must then make provisions for a hearing to be made before a panel consisting of at least 3 people who are not directly involved in the matter of the complaint. It is appropriate for one of those persons to be independent of the day to day management and running of the school. The Head will select the panel. The meeting will take place at a mutually decided time and normally within 20 working days of the written complaint being received.
- The parent / guardian is allowed to attend and to be accompanied at the meeting if they wish.
- The panel should make findings and recommendations. They must also stipulate that the Head and the complainant, and where relevant the person complained about, are given a copy of any findings and recommendations.

#### COPIES OF COMPLAINTS

- Parents can be assured that all concerns and complaints will be treated seriously and confidentially.
- The school is to keep a written record of all complaints noting whether they are resolved at the primary stage or proceed to a panel hearing.
- Correspondence, statements and records 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 is to ensure that correspondence, statements and records relating to the individual complaints are to be kept confidential except where the Secretary of State or body conducting an inspection under section 163 of the 2002 Act requests access to them.
- Records of all formal complaints will be kept confidentially on file for 3 years indicating whether they have been resolved and at what stage, as required by DCSF regulations.

#### EARLY YEARS FOUNDATION STAGE (EYFS)

- The above procedures would be adhered to and according to the statutory framework for EYFS the complainants must be notified of the investigation outcome, within 28 days of having received the complaint.

- In accordance with the EYFS regulations, the school must provide Ofsted and Independent Schools Inspectorate (ISI), if requested, with a record of all complaints made during any specified period and the action which was taken as a result of each complaint.
- All records will be kept for at least 8 years
- Parents may contact Ofsted and/or ISI should they wish to, the relevant contact details are:

Independent Schools Inspectorate  
CAP House, 9-12 Long Lane, London EC1A 9HA  
Telephone 0207 600 1011  
<http://www.isi.net>

Ofsted  
Royal Exchange Buildings, St Anne's Square, Manchester M27LA  
Telephone 0845 6404045  
[www.ofsted.gov.uk](http://www.ofsted.gov.uk)

### **Complaints From Staff**

- Brigidine School Windsor aims to be a listening and responsive school. Staff are encouraged to inform the school of their concerns while they are still minor ones so that they may more easily be resolved.
- It is hoped that most concerns and complaints will be resolved quickly and informally.
- Brigidine School Windsor staff who have any complaint or cause for concern should speak to the Head, Assistant Head/Head of Juniors, Subject Leaders, Heads of Key Stages, Line Manager or the Bursar as appropriate.
- A written record will be kept of all concerns and complaints, the date on which they were received and the details of the subsequent investigation.
- All complaints will be investigated within 14 days and a formal letter will always be written as a "closure", indicating how the issue has been dealt with and what the outcome is.
- When a member of staff is dissatisfied with the outcome - referral should be made to Chair of Governors
- In the case of a contractual employment grievance, the procedures outlined in staff contracts of employment should be followed.