



COMPLAINTS POLICY Whole school and EYFS

INTRODUCTION

At Parsons Green Prep, we aim to provide a high quality of education and care of all the children, welcoming each individual child and family. We believe that children and parents are entitled to courtesy and careful attention to their needs and wishes. We welcome comments and suggestions from parents and carers and believe that by working in partnership with our families, most complaints can be resolved easily and informally at an early stage.

AIMS

- All complaints made to the school will be taken seriously and dealt with fairly and confidentially.
- To make it as easy as possible to raise a concern or to submit a complaint.
- To treat each concern or complaint seriously and to deal with it promptly.
- To respond appropriately to concerns and complaints with an explanation and with information about the action taken and with an apology if we have made an error.

We recognise that, for whatever reason, occasionally there may be concerns about some aspect of school life. We aim to resolve any complaints in a timely manner. Timescales for each stage of the Complaints Procedure are set out below in the relevant paragraphs. For the purposes of this policy, a 'working day' is defined as a weekday during term time, when the school is open. The definition of 'working day' excludes weekends and holidays. For the avoidance of doubt, term dates are published on the school's website.

In respect of complaints relating to the school, parents should use the formal complaints policy and refrain from airing any grievances or concerns on social media sites, as this could be potentially damaging to the school and our pupils.

For parents of current children wishing to make a concern or a complaint, the following procedures apply:

STAGE 1 – INFORMAL RESOLUTION

- Our hope is that most concerns and complaints will be resolved quickly and informally.
- If parents have a concern or wish to make a complaint they may contact their child's class teacher or specialist teacher - whichever is most appropriate. In many cases, the matter will be resolved straightaway by this means to the parents' satisfaction. If the class teacher or specialist teacher cannot resolve the matter alone, it may be necessary for him/her to consult the Headmaster.
- The staff member will make a written record of all concerns and complaints and the date on which they were received (appendix 1). This form, along with any written correspondence, will be filed in the concerns and complaints folder for management purposes to enable patterns of concern to be monitored.
- If a concern or complaint is made to the Headmaster he/she will usually deal with it personally.
- The Headmaster 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 five working days or in the event that the class teacher or specialist teacher and the parent fail to reach a satisfactory resolution,



parents will be advised to proceed with their complaint in accordance with Stage 2 of this procedure.

- Even if a complaint is made in writing, the formal stage will not automatically be triggered. Likewise, a frivolous complaint will not automatically be treated as formal merely because the word “formal” has been used.

STAGE 2 – FORMAL RESOLUTION

- Complaints will usually only progress to Stage 2 after first being considered at the preliminary stage and only then if the complainant intends to escalate a matter to the formal stage.
- If the complaint cannot be resolved on an informal basis as outlined in stage 1, parents should put their complaint in writing to the Headmaster. The Headmaster will respond to the parents and suggest the appropriate course of action within three working days of receipt of the complaint.
- The Headmaster will meet or speak to the parents concerned within five 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 Headmaster to carry out further investigations. This may be decided at the first meeting or communication with the parents. If, however, the Headmaster decides to carry out investigations before meeting the parents, they will be informed of this within three working days of the Headmaster receiving the complaint and the meeting with parents will take place within seven working days.
- 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 the relevant facts have been established, a decision will be made and parents will be informed of this decision in writing. This will be within ten working days of receipt of the complaint. The Headmaster will also give reasons for his/her decision.
- If parents are not satisfied with the Headmaster’s decision, and wish to proceed to stage 3, they should make this clear to the Headmaster within 7 days of receiving his decision. If no substantive response is received within 7 days, it will be assumed that the decision has been accepted and that the matter is closed.

STAGE 3 – PANEL HEARING

- If parents seek to invoke Stage 3 (following a failure to reach an earlier resolution), they will be referred to the proprietor, who will convene a panel hearing according to the following criteria:
- 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 proprietor. They will then acknowledge the complaint and schedule a hearing to take place as soon as practicable and normally within five working days.
- The independent panel member will be a person who has held a position of responsibility and is used to analysing evidence and putting forward balanced arguments. Examples of persons likely to be suitable are serving or retired business



people, civil servants, heads or senior members of staff at other schools, people with a legal background and retired members of the Police Force.

- The parents may be accompanied at the panel hearing. This may be a relative, teacher or friend. Legal representation will not normally be appropriate.
- If the complainant does not choose to attend the panel hearing, the panel hearing will still go ahead unless the complainant indicates that they are now satisfied and do not wish to proceed further.
- A copy of the findings and recommendations of the panel will be provided to the complainant and to the person complained about if relevant. This may be via electronic mail or posted or handed over. It will be received by the complainant within 28 days of having received the written complaint.
- A copy of the findings and recommendations of the panel will be available for inspection on the school premises by the proprietor and the Headmaster.
- 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 days prior to the hearing.
- 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 ten 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 by electronic mail or otherwise, to the parents, the Headmaster, the proprietor and, where relevant, the person the complaint is about.

EYFS

Parents of children in the EYFS part of the school should note the following:

- The 3 stage processes outlined in this policy apply.
- Any written complaint about the fulfilment of the EYFS requirements will be investigated and the complainant notified of the outcome of the investigation within 28 days.
- The school does keep a written record of any complaints from parents/carers and their outcomes.
- A record of complaints will be made available to Ofsted and ISI on request.
- If a parent believes that the school is not meeting the EYFS requirements, they may contact Ofsted or ISI directly. Their contact details are at the end of this policy.

CONCERNS AND COMPLAINTS ABOUT THE HEADMASTER

If the complaint or concern is about the Headmaster the matter should be referred to the Proprietor, who will acknowledge and deal with it.

CONFIDENTIALITY

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 109 of the 2008 Act requests access to them or where any other legal obligation prevails.

RECORD KEEPING



Written records are kept of all concerns and complaints, of all actions taken to investigate and resolve the concern or complaint and of outcomes of the concern or complaint. At all stages of the complaints procedure, the following information should be recorded:

- The name of the complainant.
- The date and time at which the complaint was made.
- The details of the complaint.
- How the complaint is investigated (including written records of interviews held).
- Results and conclusions of investigations.
- Any action taken, regardless of whether the complaint is upheld
- The complainant's response (satisfaction or further pursuit on complaint).
- A statement to clarify whether the complaint was resolved at the preliminary stage (formal stage) or if it proceeded to a panel hearing.

This policy is made available to parents on our website, www.parsonsgreenprep.co.uk, and it is also available on request from the school office. Parents are informed about the number of complaints that there have been during the last 12 months on our website. They may also request this information from the school office.

INSPECTION

The school will notify parents about an inspection once it has been notified. Once the final inspection report has been provided it will be supplied to parents of children who attend the school.

CONTACT DETAILS

Headmaster

Mr Matthew Faulkner
Parsons Green Preparatory School
1 Fulham Park Road
London
SW6 4LJ
email: office@parsonsgreenprep.co.uk
Tel: 020 7371 9009

Proprietor

Lucinda Waring
Eridge House Ltd t/a Parsons Green Prep School
1 Fulham Park Road
London
SW6 4LJ
email: office@parsonsgreenprep.co.uk
Tel: 020 7371 9009

Inspectorates

Independent Schools' Inspectorate (ISI)
CAP House, 9 - 12 Long Lane,
London EC1A 9HA
Telephone: 0207 600 0100
Fax: 0207 776 8849



Ofsted (the Office for Standards in Education) hosts the office of the Children's Rights Director for England, which may be contacted with any query or concern at any time.

Ofsted

Piccadilly Gate

Store Street

Manchester

M1 2WD

Free Phone: 0300 123 1231

email: enquiries@ofsted.gov.uk

DfE

The DfE have a Contact Us form on their website to use when communicating with them.

<https://www.education.gov.uk/help/contactus/dfe>

03700002288

General Advice

If parents or students are unsure about a situation or events, several organisations will speak in confidence to advise what would be the best thing to do:

NSPCC: 0808 800 5000

Childline: 0800 1111

Kidscape: 08451 295

Child Protection

If parents or students are concerned that a student may be at risk of harm, please see the Safeguarding Policy for details of how to contact the relevant person.

The number of complaints registered under the formal procedure during the previous year: 2



This policy will be reviewed annually		
Reviewed: September 2010	By: J Richardson	
Reviewed: September 2011	By: J Richardson	
Reviewed: January 2012	By: C Sherwood	Changes made
Reviewed; September 2012	By: J Richardson	Changes made
Reviewed: 28 November 2013	By: P. Hogg-Andrews	Changes made: Contact details updated Aims added Details about independent panel member added
Reviewed: 11 November 2014	By: Pippa Hogg-Andrews Checked by Helen Stavert	Headmaster name change Parsons Green Prep added
Reviewed: 10 August 2015	By: Helen Stavert	Added definition of a working day and that the policy applies to current pupils. Added concerns and complaints form (appendix 1). Added a paragraph about concerns and complaints about the Headmaster.
Reviewed: 1 August 2016	By: Helen Stavert Checked by: Lucinda Waring	Removal of business manager
Reviewed: 22 February 2017	By: Helen Stavert Checked by: Lucinda Waring	Added more information into stage 3 – panel hearing.
Reviewed: 12 June 2017	By: Helen Stavert	Headmaster name change
Reviewed: 25 September 2017	By: Tim Cannell	No Changes
Reviewed: 23 October 2018	By: Headmaster	Change Proprietor to Director of Governance to reflect changes in structure
Reviewed: 4 September 2019	By: Headmaster MF	Stage 1: informal resolution – Acting Head replaced by Deputy Head New Headmaster details included



Reviewed: 4 September 2020	By: Matthew Faulkner	Stage 2 procedure clarified, including statement that matter considered closed if no response to findings within 7 days
Next review: 4 September 2021		

APPENDIX 1

RECORD OF CONCERN/COMPLAINT

Whole school and EYFS

Date of Concern / Complaint	
Concern	
Complaint	
SOURCE	
Parent – In writing including email	
Parent – In person	
Parent – By telephone	
CONCERN / COMPLAINT	
Teaching and Learning	
Curricular and Extra-curricular Provision	
Pastoral care	
Welfare, Health and Safety	
Premise, Environment and Equipment	
Suitability of Staff	
Documentation	
Other (Please specify):	
Details:	
ACTION	
OUTCOME	
Date Resolved	
Name	
Position	
Signature	



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