

# ST. AMBROSE PREPARATORY SCHOOL



## POLICY ON COMPLAINTS

**SPRING 2017**

**Review: Spring 2020**

**This policy has been written in consultation with staff and governors of St. Ambrose Preparatory School and with due regard to the school's mission statement:**

*“At St. Ambrose Preparatory School, we strive together to do our very best and to make this a safe, happy place, with Christ the centre of all we do.”*

***St. Ambrose Preparatory School is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.***

***St. Ambrose Preparatory School is a Catholic School, which was founded by the Christian Brothers and is a place where the staff and governors work to bring the Gospel values into all areas of School life and where prayer, worship and liturgy are seen as meaningful experiences.***

***St. Ambrose Preparatory School upholds fundamental British values and encourages respect for all people.***

***St. Ambrose Preparatory School recognises its legal duty to work with the Local Safeguarding Children's Board acting on behalf of children in need or enquiring into allegations of abuse.***

***We recognise that pupils have a fundamental right to be protected from harm and require a secure environment in order to learn effectively.***

***St. Ambrose Preparatory School's Safeguarding Children Policy follows the guidelines laid down by Trafford Council's Safeguarding Children's Procedures and "Working Together to Safeguard Children"(2015) and "Keeping Children Safe in Education"(2016) (KCSIE) (which revises and replaces the 2015 guidance) and Prevent Duty Guidance (March 2015).***

## **COMPLAINTS POLICY (staff are notified of regular ISI updates) (incl EYFS, KS1 and KS2)**

The Governing Body of St. Ambrose Prep School understands its regulatory responsibilities and will maintain an effective oversight of this policy, by evaluating its effectiveness, and reviewing and implementing change.

### **1 Introduction**

The majority of issues raised by parents, the community or pupils are concerns rather than complaints. St Ambrose Prep School is committed to taking concerns seriously, at the earliest stage. The prime aim of the school's Policy is to resolve a complaint as fairly and speedily as possible. Complaints will be dealt with in a sensitive, impartial and confidential manner. Depending on the nature of a complaint, you may wish or be asked to follow the school's formal complaints procedure. For the school to be able to investigate a complaint, it needs to be made within one year of the incident occurring. St Ambrose Prep School Complaints Policy has three main stages. In summary, they are as follows: -

### **2 Three Stages in the Procedure**

- 2.1** Stage 1 – A concern is raised informally with a staff member.
- 2.2** Stage 2 – A Formal Written Complaint is heard by the Head Master
- 2.3** Stage 3 – Complaint is heard by Governing Body's Complaints Appeal Panel.

### **3 Stage 1 – Raising a concern**

- 3.1** Concerns can be raised with the school at any time and will often generate an immediate response, which will resolve the concern.
- 3.2** The school requests that parents make their first contact with the child's class Teacher.
- 3.3** On some occasions the concern raised may require investigation, or discussion with others, in which case you will receive an informal but informed response within 5 working days.
- 3.4** The vast majority of concerns will be satisfactorily dealt with in this way.
- 3.5** Where a parent feels that a situation has not been resolved through contact with the class teacher, or that their concern is of a sufficiently serious nature, they should write to or make an appointment to discuss it with the Headmaster. The Headmaster will seek a resolution and report back to parents within 5 working days of receiving the complaint. Most complaints are normally resolved at this stage. If the parent is still not satisfied at this initial stage they can make a formal complaint in writing to the Headmaster who will investigate the matter. The Headmaster considers any such complaint very seriously and investigates each case thoroughly.

### **4 Stage 2 – A formal written complaint is made to the Headmaster who will seek a resolution.**

- 4.1** The parent should write to the Headmaster stating that they wish to make a formal complaint.
- 4.2** The complaint will be logged, including the date it was received. The school will acknowledge receipt of the complaint within two school working days of receiving it.
- 4.3** In many cases this response will also report on the action the

school has taken to resolve the issue.

- 4.4 Alternatively, a meeting may be convened to discuss the matter further.
- 4.5 In the case of a complaint about a child in Infants, the Head Teacher will consult with Miss Aldridge, Head of Infants. The aim will be to resolve the matter as speedily as possible
- 4.6 Following the investigation, the Head Teacher will give a written response within 10 school working days from the date the complaint was received.
- 4.7 If the matter has still not been resolved at Stage 2, then you will need to write to the Chair of Governors giving details of the complaint.

*Complaint about the Head Teacher:*

- 4.8 Should a parent have a complaint about the Head Teacher, s/he should first make an informal approach to the Chair of Governors, who is obliged to investigate it. The Chair of Governors will do all s/he can to resolve the issue through a dialogue with the school, but if a parent is unhappy with the outcome, s/he can make a formal complaint, as outlined below.
- 4.9 Only if an informal complaint fails to resolve the matter should a formal complaint be made to the governing body. This complaint must be made in writing, stating the nature of the complaint and how the school has handled it so far. The parent should send this written complaint to the Chair of Governors.

**5 Stage 3 – A formal written complaint is made to the Chair of Governors who will form a Complaints Panel**

- 5.1 The Chair or a Nominated Governor will convene a complaints panel of two Governors who have not previously been involved in the complaint and also the underlining matters detailed in the complaint and one person who is independent of the management and running of the school.
- 5.2 The process for selecting an independent person will conform to relevant guidance issued by the Department of Education.
- 5.3 The hearing will take place within fifteen school working days of the receipt of the written request for Stage 3 investigation.
- 5.4 The parent (or parents) may be accompanied by one other person at the panel hearing. The panel hearing should proceed, even if the parent subsequently decides not to attend, unless the parent indicates that they are now satisfied and do not wish to proceed further.
- 5.5 The aim of the Appeal panel hearing is to impartially resolve the complaint and to achieve reconciliation between the school and the complainant.
- 5.6 All parties will be notified of the Panel's decision in writing within three School working days after the date of the hearing.
- 5.7 In cases where the matter concerns the conduct of the Head teacher, the Chair of Governors will be informed of the complaint.
- 5.8 The Chair of Governors will arrange for the matter to be investigated. In cases where the matter concerns the conduct of a member of the Governing Body, the member will be informed of the complaint.
- 5.9 After investigation the panel will make findings and recommendations and a copy of the findings and recommendations will be provided to the complainant and where relevant the person complained about.
- 5.10 This will also be made available for inspection on the school premises

- 5.11 by the Headmaster teacher or the Clerk to the Chair of Governors.  
The Governors Appeal Hearing is the Final Stage of the school's Complaints process.

If a complaint is made outside of term time, the Headmaster will make every effort to investigate the complaint as soon as reasonably possible.

A written record will be kept of all complaints whether they were resolved following a formal procedure or proceed to a panel hearing and action taken by the school as a result of those complaints regardless of whether they were upheld. (see appendix A)

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 109 of the 2008 Act requests access to them.

## **EYFS**

Written complaints about the fulfilment of EYFS requirements must be investigated and the complainant notified of the outcome of the investigation within 28 days of receipt of the complaint. Parents may complain directly to Ofsted or ISI if they believe the provider is not meeting the EYFS requirements.

Ofsted may be contacted on 0300 1234 234 or by email: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)

ISI may be contacted on 020 7600 0100 or by email: [concerns@isi.net](mailto:concerns@isi.net)

Number of formal complaints made in 2016 to 2017 - None

**F. Driscoll – Headmaster**

**This policy will be reviewed every three years or earlier if deemed necessary.**

Appendix A

**ST AMBROSE PREPARATORY SCHOOL**

**COMPLAINTS PROCEDURE**

**Complainant:** \_\_\_\_\_

**Date of Complaint:** \_\_\_\_\_

**Nature of Complaint:**

**Resolution:**

**Stage 1:**

**Stage 2:**

**Stage 3:**

**Signed:** \_\_\_\_\_ **Date:** \_\_\_\_\_