

COMPLAINTS

This policy is applicable to all pupils, including those in EYFS.

This Policy will be available to parents and prospective parents on the website

As part of the triangular relationship we maintain at CCCS between pupils, staff and parents, we welcome suggestions and comments from all three groups. It is heartening to hear, from time to time, that our school is measuring up to, or even exceeding, parental expectations but it is also inevitable, despite everyone's best efforts, that sometimes things will go wrong. When that happens it is important that we are informed, so that we have a chance to put a situation right. This can be done by contacting the appropriate member of staff listed below or indeed any member of staff. Any complaint or query will be treated seriously and will be responded to. We hope that most will be resolved quickly and informally. A complaint is defined by legislation as 'any matter about which a parent of a pupil is unhappy and seeks action by the school'.

The aim of this policy is to ensure that

1. Parents know how best to make their views known and to whom
2. Complaints are dealt with promptly, courteously and efficiently
3. It is clearly understood that any dissatisfaction or anxiety is taken seriously
4. Action is taken where appropriate

Stage 1 – INFORMAL COMPLAINT

HOW?

You can make an appointment to see any member of staff through the School Secretary: Mrs Christine Stanley. A message can also be left asking a member of staff to 'phone you. You may prefer to write a letter or to e-mail via schooloffice@cccs.org.uk

WHO?:

PREP Concerns about **work** and **academic matters** should be raised in the first instance with Form Teachers. Writing a message in the Prep Diary is often a convenient way of establishing a dialogue. A Form Teacher may involve the Curriculum Co-ordinator if appropriate.

Pastoral and **disciplinary** concerns should go Form Teachers or the Deputy Head

Concerns related to **Boarding** should be raised in the first instance with the Housemaster; parents may also choose to contact OFSTED 0300 123 1231 enquiries@ofsted.gov.uk

Other useful contacts:

Sport	Mr Peter Dickinson [Head of Sport]
Music	Miss S Biddell [Director of Music]
Health	Mrs Lorna Addis [Matron]
Finance	Mr William McLean [Bursar]
Catering	Mrs Kate Juggins [Chef Manager]

PRE-PREP Class Teachers should be your first port of call in all matters. Parents of children in EYFS may choose to contact OFSTED Piccadilly Gate, Store St, Manchester, M1 2WD[www.ofsted.gov.uk] 0300 123 1231 or ISI Ground Floor, Cap House, 9 – 12 Long Lane, London EC1A 9HA

NURSERY Mrs Nicky English

If for any reason you are not satisfied with the outcome of your communication with a member of staff you should then contact the Head of Pre-Prep, Miss Rebecca Farmer or the Headmaster as appropriate. If the matter is still unresolved within ten working days parents may follow the procedure for formal resolution

BOARDERS

Parents of boarders could also contact ISI at Ground Floor, Cap House, 9 – 12 Long Lane, London EC1A 9HA

1. Please note that it is always possible for a complaint to be made and considered on an informal basis.
2. If a complaint cannot be resolved informally, then it progresses to the next stage, when it becomes a formal complaint and is reported in writing.
3. An informal complaint should have been dealt with within 10 – 14 days.

Stage 2 – FORMAL

1. The complaint should be made formally in writing or by e-mail to the Headmaster or Head of Pre - Prep. It should be clearly expressed that the writer is making a formal complaint. Staff within the normal course of their duties receive written or emailed correspondence which is partly or wholly critical and which asks for action to be taken (the definition since 2015 of a complaint). These complaints will be taken seriously, but treated as informal complaints. All informal complaints can be escalated to formal complaints in line with this procedure.
2. The Headmaster or Head of Pre - Prep who receives the complaint will document it, acknowledge it in writing within 7 days of receipt, and will consult with those directly involved, and aim to deal with the complaint within 10 to 14 days of the receipt of the formal notification of the complaint.
3. The Headmaster or Head of Pre - Prep will also contact and meet, where suitable, with the complainant and, following any necessary investigation or actions, provide a written or e-mailed response to the complaint, a copy of which will go to the Headmaster.
4. If the complaint is being dealt with by the Head of Pre - Prep and if it cannot be resolved, then it can be handed over to the Headmaster who will deal with it within 7 days of first being notified that it has not been resolved (either by the Head of Pre - Prep or by the complainant). The fact that the matter could or could not be resolved at this stage will be recorded.
5. If the complaint cannot be resolved by the Headmaster, the complainant will be advised of the next stage which is to have the complaint heard before a panel appointed by the Vice-Chairman of Governors.

Stage 3 – Panel Hearing

- If the parents are not satisfied with the response to the complaint as dealt with at Stage 2 above then they will be invited to write to the Vice-Chairman of Governors (at the School address) requesting a panel hearing.
- The request for a panel hearing must be made as soon as possible and in any event within 7 days of the decision in Stage 2 of the attempted resolution of the complaint being notified to parents.

- The Vice - Chairman of the Governors will appoint a panel that will consider the complaint, within 21 days of receipt of the notification.
- The panel will have at least three people who were not directly involved in the matters detailed in the complaint, including one person who is independent of the management and the running of the School.
- Parents may attend and be accompanied at a panel hearing if they wish. This may be a relative, teacher or friend. Legal representation will not normally be appropriate.
- The panel will also consider the Headmaster's response and carry out further investigations and / or interviews as appropriate.
- The panel will aim to reach a final decision on the complaint and recommend an appropriate action as quickly as possible, normally within 7 days (and no longer than 14 days) after the panel hearing.
- The panel will record in writing its findings and recommendations and these will be sent by electronic mail or otherwise provided to the complainant and, where relevant, the person complained about and available for inspection on the school premises by the proprietor and Headmaster. This will normally be sent out within 21 days of the panel hearing.

CONFIDENTIALITY AND SECURITY

A written record will be kept of all formal complaints whether they are resolved following a formal procedure or proceed to a panel hearing, and of action taken by the School as a result of these complaints (regardless of whether they are upheld or not)

Correspondence, statements and records relating to individual complaints are to be kept confidential except where the Secretary of State or a body conducting and inspection under Section 109 of the 2008 Act requests access to them.

Complaints relating to boarding provision must be identified and the resulting action also recorded, whether or not the complaint is upheld

You should be absolutely clear that no complaint or issue raised with the school will ever impact adversely on any child and that we would take very seriously any breach of this principle.

In fairness to members of staff, only identified complaints will be pursued: anonymous criticism will be disregarded except in the most exceptional circumstances [see Safeguarding Policy].

The School has received 3 complaints at Stages 2 and 3 in the school year 2017 - 2018

Addition to the policy with regard to EYFS:

1. We will keep a record of complaints for at least three years;
2. Written complaints about the fulfilment of the EYFS requirements will be investigated and the complainant notified of the outcome within 28 days
3. The record of complaints will be made available to Ofsted and ISI on request;
Ofsted – enquiries@ofsted.gov.uk 0300 123 1231
ISI - info@isi.net 020 7600 0100

Reviewed by SMT 31 August 2015 (Revised Oct 2018)