



Malsis School

COMPLAINTS PROCEDURE

Malsis 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 they can expect it to be treated by the School in accordance with this Procedure, which follows the DCSF's 'Regulatory Requirements for the Manner in Which Complaints Are to Be Handled'.

This Procedure applies to the whole school including those children in the EYFS setting.

Stage 1 - Informal Resolution

- It is hoped that most complaints and concerns will be resolved quickly and informally.
- If parents have a complaint they should normally contact their child's Personal Tutor or Form Tutor. In many cases the matter will be resolved straightaway by this means to the parent's satisfaction. If the Personal Tutor/Form Tutor cannot resolve the matter alone it may be necessary for him or her to consult a member of the Senior Management Team.
- The Personal Tutor or Form Tutor 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 7 days or in the event that the Personal Tutor/Form Teacher and the parent fail to reach a satisfactory resolution, 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, then the parents should put their complaint **in writing** to the Headmaster. The Headmaster will decide, after considering the complaint, on the appropriate course of action to take.
- In most cases, the Headmaster (or nominated member of the Senior Management Team) will meet or speak to the parents concerned, normally **within 7 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 and SMT to carry out further investigations.
- 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 of the relevant facts have been established, a decision will be made and the parents will be **informed of this decision in writing**. The Headmaster will also give reasons for his decision.
- If parents are still not satisfied with the decision, they should proceed to Stage 3 of this Procedure.

Stage 3 - Panel Hearing

- This is defined as a formal complaint. If parents seek to invoke Stage 3 (following a failure to reach an earlier resolution) they will be referred to Mrs Kathryn Taylor, who has been nominated by the Governors to call hearings of the Complaints Panel.
- Mrs Taylor will then refer the matter to the Complaints Panel for consideration. The Panel is appointed by or on behalf of the school governors and will consist of at least three people who were not directly involved in the matters detailed in the complaint. One person will be independent of the management and running of the school.
- The hearing will take place **within 14 days** of the receipt of the complaint, and will normally be held at school. An alternative venue will be considered, if this is requested by the parents/complainants.
- 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 four 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.
- 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 Headmaster, the Governors and, where relevant, the person about whom the complaint was made.

A written record will be kept of all complaints stating whether they are resolved at the preliminary stage or whether they proceed to a panel hearing. This record will be kept for a minimum of three years.

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 disclosure is required in the course of the school's inspection; or where any other legal obligation prevails.

The school will resolve any complaint **within a period of 28 working days** from the time of the first lodging of the complaint.

Parents of children in the EYFS setting have the additional option of making a complaint to **OFSTED** on 08456 014772 or at Royal Exchange Buildings, St. Anne's Square, Manchester M2 7LA

Parents of boarders are informed of the contact details of the **National Care Standards Commission**, should they wish to complain to this body or contact this body about a complaint.

Any parent is entitled to make a complaint to the **Independent Schools Inspectorate** at CAP House, 9-12 Long Lane, London, EC1A 9HA, tel. 020 7600 0100

FOOTNOTES:

- 1.** It is the duty of the Headmaster and his Senior Management Team to carry out a regular review of all complaints. This review will be carried out at least once a term in a senior management meeting and will be reported on to the governing body at governor's meetings.

- 2.** The school will work to ensure that complaints are resolved either to the complainant's satisfaction, or with an otherwise appropriate outcome which balances the rights and duties of pupils, without unreasonable delay.

- 3.** Pupils must not – and will not - be penalised for making a complaint in good faith.

- 4.** A copy of this policy is supplied to all current parents and the policy is posted on the school's website.