

# **Beech House School**

## **Complaints Procedure**

This policy applies to all the whole School, including the EYFS.

We treat concerns seriously and expect to be able to resolve them quickly, fairly and effectively with you, in the interests of our students.

1. In the first instance, unless it is a complicated matter when it can be useful to put the details in writing, we advise you to broach the matter with the appropriate person either by telephone or to arrange a meeting.

- Academic matters – Subject Teacher
- Pastoral matters – Form Teacher or Assistant Headteacher

In serious matters, it may be sensible to direct the concern through the Headteacher or the Principal. All concerns of this nature will be dealt with within five working days.

2. If you feel your concern has not been resolved after the initial approach, you should take up the matter formally in writing with the school's Headteacher. If necessary, they will invite you into school for a formal meeting.
3. It is rare for concerns not to be resolved by the above methods, but if you wish to take it further this can only be made after an approach has been made to the Headteacher and a formal meeting has taken place.

To do this, you should write, describing your complaint, to the Principal and send it to him in an envelope marked private and confidential via the Beech House school address. This must be received within three working days of the formal meeting with the Headteacher.

The Principal will then decide how to deal with the complaint. Once he has received your letter, you will receive an acknowledgement followed by a written notification of his decision no more than ten working days later.

At this stage complaints can also be made directly to ISI at CAP House, 9-12 Long Lane, London EC14 9HA.

If you are not satisfied with the outcome, then you must request a hearing within three days, stating in writing your reasons. A hearing will be established within ten days. The panel will comprise of at least three people who are not directly involved in the matters detailed in the complaint, drawn up and chaired by the Principal. One

member of the panel will be independent of the management and running of Beech House School. The parent may be accompanied at the panel hearing if they wish.

4. In all cases the findings and recommendations will be given in writing to the complainant and where relevant, the person complained, within 2 working days. The findings and recommendations will be available for inspection on the school premises via the Principal.
5. A written record will be kept of all complaints and of whether they are resolved at the preliminary stage or proceed to a panel hearing. This will include any action taken by the school, regardless of whether the complaint is upheld.
6. All correspondence, statements and records of complaints will be kept confidential, except when the statements and records are requested by the Secretary of State for Education / Ofsted / ISI operating under section 162a of the 2008 Education Act.
7. All records of complaints are kept for three years and are available to parents on request.
8. All complaints the case of EYFS will be dealt with and the complainant notified of the outcome of the investigation within 28 days.