



BRAMLEY SCHOOL & NURSERY

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IAPS school for girls aged 3 to 11

BRAMLEY SCHOOL

COMPLAINTS PROCEDURE



Headmistress: Mrs. Paula Burgess BEd (Hons), MA, NPQH

Bramley Educational Trust Limited Registered Charity No: 270046

COMPLAINTS POLICY

Introduction

This policy is provided to parents and prospective parents in the school prospectus. It is also on the school website. This policy applies to all pupils in the school including children in the EYFS and After School Care (Discovers' Club).

The 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.

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 daughter's Form Teacher. In many cases, the matter will be resolved straightaway by this means to the parents' satisfaction. If the Form Teacher cannot resolve the matter alone, it may be necessary for him/her to consult the Headmistress.
- Complaints made directly to the Headmistress will usually be referred to the relevant Form Teacher unless the Headmistress deems it appropriate for her to deal with the matter personally.
- The Form Teacher 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 working days or in the event that the 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 or 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 Headmistress. The Headmistress will decide, after considering the complaint, the appropriate course of action to take.
- In most cases, the Headmistress will meet the parents concerned within 7 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 Headmistress to carry out further investigation.
- The Headmistress will keep written records of all meetings and interviews held in relation to the complaint and whether it is resolved at the preliminary stage or whether it proceeds to a panel hearing.
- Once the Headmistress 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. The Headmistress will also give reasons for her decision.

- If parents are still not satisfied with the decision, they should proceed to Stage 3 of this procedure.

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 Chairman of Governor, who has been appointed by the Governors to call hearings of the Complaints Panel.
- The matter will then be referred to the Complaints Panel for consideration. The panel will consist of at least three people, two Governors who have not been directly involved in the matter and the Headmaster of Priory Preparatory School, Mr Graham Malcolm, who is independent of the management and running of the school. Each of the Panel members shall be appointed by the Chairman of Governors, who on behalf of the Panel, will then acknowledge the complaint and schedule a hearing to take place as soon as practicable and within 14 working days.
- 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 7 working 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 14 working 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 Headmistress, the Governors and, where relevant, the person complained of. An electronic form of the letter will also be sent to aforementioned persons. A copy will be available for inspection on the school premises by the Chair of Governors and the headteacher.
- A written record will be kept of all complaints and of whether they are resolved at the preliminary stage or proceed to a parent hearing.
- For parents with children in the Early Years Foundation Stage (EYFS) the record of complaints is kept for at least 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 the Secretary of State or a body conducting an inspection under section 162A of the 2002 Act, as amended, requests access to them or where any other legal obligation prevails.

Complaints against After School Care “Discovers’ Club”

Any complaint regarding after school care will follow the whole School Complaints procedure outlined above. In addition, the After School Care Manager will notify Ofsted immediately and parents will be asked to put in writing which of the Guidance Standards have been breached, the date of the incident and who was involved. The school will notify complainants of the outcome of an investigation within 28 days of having received the complaint.

Complaints regarding children within the Early Years Foundation Stage (EYFS)

Parents of children within the EYFS can make a complaint directly to Ofsted should they so wish. Ofsted can be contacted on

www.ofsted.gov.uk/publications/2472 telephone: 08456 404040

ISI can be contacted on www.isi.net/contact/contact.htm telephone: 0207 776 8849

The school must provide Ofsted (and ISI) on request, with a written record of all complaints made during any specified period, and the action which was taken as a result of each complaint.

Formal Complaints.

The school has received one formal complaint between 2008-2009.

The Chairman of Governors is Mr Mike Mason. Correspondence for his attention should be addressed to him personally, marked “Addressee only” and sent to the school address where it will be forwarded to him.

Person responsible for Complaints Procedure policy: Ms P Burgess

January 06

Reviewed June 2008

Reviewed June 2009