

LVS ASCOT

PARENTS' COMPLAINTS & APPEALS POLICY/PROCEDURE

Introduction:

The Licensed Victuallers' 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 or wish to appeal against a decision, 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**.

For pupils in Years 7-13:

- If parents have a complaint or concern they should normally contact their son/daughter's Tutor initially. In many cases, the matter will be resolved straight away by this means to the parents' satisfaction. If the Tutor cannot resolve the matter alone, it may be necessary for him/her to consult the Head of House as is appropriate.
- Complaints made directly to the Head of House will usually be referred to the relevant Tutor unless the Head of House deems it appropriate for him/her to deal with the matter personally.
- The 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 Tutor/Head of House and the parent **fail to reach a satisfactory resolution, then parents will be advised to proceed with their complaint or appeal in accordance with Stage 2** of this Procedure.

For EYFS pupils and pupils in Years 1-6:

- If parents have a complaint they should normally contact their son/daughter's class teacher initially. In many cases, the matter will be resolved straight away by this means to the parents' satisfaction. If the class teacher cannot resolve the matter alone, it may be necessary for him/her to consult the Deputy Head Teacher.
- The class 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 days, or in the event that the Class teacher/Deputy Head 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.

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Stage 2 – Formal Resolution - Preliminary stage:

- If the complaint cannot be resolved on an informal basis, then the parents should **put their complaint in writing** to the Head. The Head will decide, after considering the complaint, the appropriate course of action to take.
- In most cases, the Head will meet the parents concerned, normally **within 2 weeks** of receiving the complaint in the Senior School and within **7 days** for EYFS and Junior School pupils to discuss the matter. If possible, a resolution will be reached at this stage.
- It may be necessary for the Head to carry out further investigations.
- The Head will **keep written records** of all meetings and interviews held in relation to the complaint.
- Once the Head is satisfied that, as far as is practicable all of the relevant facts have been established, a decision will be made and parents will be informed of this decision in writing. The Head will also give reasons for his/her decision.
- **If parents are still not satisfied with the decision, they should proceed to Stage 3** of this Procedure within 30 days of the Head's decision.

Stage 3 – Panel Hearing:

- If the parent/guardian seeks to invoke Stage 3 (following a failure to reach an earlier resolution), they will be referred to the Director of Education, who may invoke a meeting of the Education Committee's Complaints Panel.
- **The matter will then be referred to the Complaints and Appeals Panel for consideration.**
- Each of the Panel members shall be appointed by the Director of Education, and will consist of at least three persons not directly involved in the matters detailed in the complaint, **one of whom shall be independent of the management and running of the school.**
- The Director of Education, on behalf of the panel, will then acknowledge the complaint or appeal and schedule a hearing to take place as soon as practical and normally within 14 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

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hearing. Copies of such particulars shall be supplied to all parties not later than **2 days** prior to the hearing. The Panel's findings and recommendations will be available for inspection on the school premises by the Head and the Trustees of the Licensed Trade Charity.

- **The parents may be accompanied to the hearing by one other person.** This may be a relative or friend. Legal representation will not be appropriate. The written record of complaints brought by an EYFS parent will be kept for three years.
- If possible, the Panel will resolve the parents' complaint or appeal 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 as soon as possible after the hearing. The decision of the panel will be final. The Panel will write and/or send electronic mail to all participants informing them of the decision and the reasons for it. The Panel's findings and, if any, recommendations will be sent in writing to the Education Committee and where appropriate, the person about whom the complaint has been made.

The school keeps a written record of all complaints or appeals for three years, and of whether they are resolved at the preliminary stage or proceed to a panel hearing. Parents can be assured that correspondence, statements and records relating to individual complaints are to be kept confidential and subject to the Data Protection Act 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.

The Education Committee endeavours to solve a complaint or hear an appeal within a reasonable amount of time depending on the complexity of the complaint and any further investigations warranted. In the case of a complaint brought about by an EYFS parent, the school shall endeavour to complete its investigations and reach a solution within 28 days of the initial written complaint to the class teacher.

If parents are dissatisfied with the procedure at any point of the investigation or feel that intervention at a higher level is appropriate, parents may lodge a complaint with Ofsted (www.ofsted.gov.uk) and/or ISI (www.isi.net).

Reviewed: January 2012

Reviewer: C Cunniffe

This policy must be reviewed no later than: January 2013