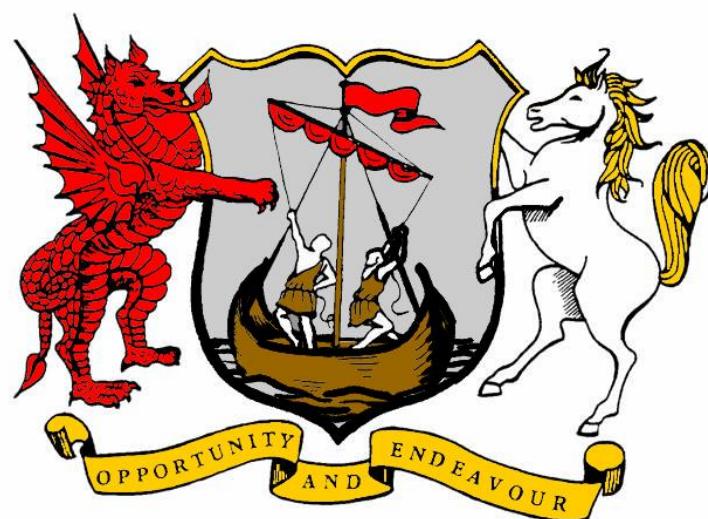


HAYGROVE SCHOOL



COMPLAINTS PROCEDURE

LINKS:

DATE: January 2012

POSTHOLDER RESPONSIBLE: Headteacher

GOVERNORS COMMITTEE: Policy & Resources

DATE SENT TO COMMITTEE: 24 January 2012

DATE SENT TO FULL GOVERNORS FOR RATIFICATION: 31 January 2012

The standard for the school's Complaints Procedure is that required by Part 7 of the Education (Independent School Standards) (England) Regulations 2010 and which deals with the handling of complaints from parents of students.

Dealing with Problems

Complaints will initially be handled on an informal basis.

Contact the Headteacher

Parents should first attempt to resolve their complaint informally by contacting the Headteacher (or Deputy Headteacher if the Headteacher is not available) to discuss the problem. The Headteacher or Deputy Headteacher will respond promptly to the complaint and will endeavour to respond within 3 school days.

A parent can request to see the Headteacher or Deputy Headteacher in person but wherever they make such request they are asked to make an appointment before visiting the school.

If a parent is not satisfied with the response of the Headteacher or Deputy Headteacher they may then contact the Governors on a formal basis in writing.

Contact the Governing Body in Writing

The letter should be addressed to the Clerk to the Governing Body, c/o Haygrove School. The letter should set out clear details of the complaint and should be sent within 28 days of the discussion with the Headteacher or Deputy Headteacher. The letter will be acknowledged by the Clerk to the Governing Body and the parents will be told the arrangements that have been made for the complaint to be considered.

The complaint will normally be investigated thoroughly within twenty school days (excluding holidays and weekends) of receipt of the letter. Within seven days of completion of the investigation, parents will receive a letter setting out the result and informing them of any action that has been recommended by the governors.

If parents are then not satisfied with the response from the governors, they may ask for the complaint to be considered by a Review Panel.

Contact the Review Panel in Writing to Arrange a Hearing

The letter should be addressed to the Review Panel, c/o Haygrove School.

The letter should set out full details of the complaint include any evidence upon which the parents wish to rely and set out clear details of reasons why the parents are not satisfied with the response of the governors.

The letter should be sent within 28 days of the date of the letter from the governors setting out the result of the consideration of the complaint by the governors.

The Review Panel will be appointed by the school and will comprise of at least three people who were not directly involved in the matters detailed in the complaint. One panel member shall be independent of the management and running of the school.

The School on behalf of the Review Panel will confirm the complaint has been received and will arrange for details of the complaint, any evidence upon which the parents wish to rely, the governors response, and details of the parents reasons for dissatisfaction with the governors response to be sent to the Review Panel for its consideration.

The School on behalf of the Review Panel will fix a date for a hearing of the complaint. Parents will be able to be accompanied by a friend or adviser at the Review Panel Hearing.

Within seven days of the Review Panel Hearing, parents will be sent a letter by the Review Panel setting out the Review Panel's findings and informing the parents of action recommended, if any, by the Review Panel. If the Review Panel has been provided with an email address by the parents, the Review Panel may send the Review Panel's findings to such email address.

A copy of the Review Panel's findings will be sent to the governors and Headteacher.

If parents remain dissatisfied after informal contact with the Headteacher or Deputy Headteacher, with the governors findings and the Review Panel findings then the Parent should, at their own expense, seek independent legal advice as to the circumstances in which the Review Panel Findings can be further reviewed by a Court or Tribunal.

Some complaints about certain issues will not be dealt with under this Complaints Procedure and in particular complaints or appeals in relation to Admission to Schools generally, Exclusion of Students from School, Special Education Provision for Students and Staff Conduct and Competence Issues. If your complaint or appeal relates to one of these specific issues then the parent should at their own expense seek independent legal advice.