



## Parent Complaint Procedure - including EYFS and Boarding

Date of Policy:	<b>September 2021</b>
Policy Approved by:	<b>Compliance &amp; Risk Committee</b>
Policy Owner:	<b>Head, Trent College Head, The Elms</b>
Next Policy Review:	<b>Michaelmas Term 2022</b>
Review Frequency:	<b>Annual</b>
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Governor Committee(s):	<b>Compliance &amp; Risk Committee</b>

This Policy details the procedures in place to deal with a complaint against the school (defined as either The Elms (including EYFS) and / or Trent College) by the parent(s) or person with parental responsibility (defined as "parent") of an existing pupil, or by the parent(s) of a former pupil providing that the complaint is presented within one term of the events complained about. This Policy is available on the school's website.

### Introduction

The school strives to create a culture of openness between parents and staff. We place great emphasis on communicating with parents through a variety of formal and informal opportunities, which include, but are not limited to: pupil diaries, daily drop-off / collection, website, texting, email from teachers, tutors and Heads of Year, parent 'drop-in' and information sessions, parents' evenings, etc.

Parents may have a concern or complaint about any aspect of the school. We encourage parents to share their concerns with us at the earliest opportunity so we can work together to resolve them.

Please note that, for the purposes of this Policy, working days refers to weekdays (Monday to Friday) during term time (as published on the school's website), excluding bank holidays. This means that during school holidays it may take longer to resolve a complaint although the school will do what is reasonably practicable to avoid undue delay.

### Stage 1 – Informal Complaint and Resolution:

- If a parent, parents or a person with parental responsibility have a complaint they should contact their son/daughter's Class Teacher (The Elms) or Tutor or Head of Year (Trent) or Boarding Housemaster/mistress. In most cases, the matter will be resolved by this means to the parents' satisfaction. If the complaint cannot be immediately resolved by the member of staff receiving the complaint, then the member of staff receiving the initial complaint should acknowledge the complaint in writing (which could be an email) within 24 hours and identify the more senior member of staff who will now be dealing with the complaint and inform the parent.

- A record of the complaint and the date on which it was received will be made by the relevant senior member of staff. At this informal stage, the senior member of staff assigned to deal with the parental complaint should make contact with the complainant within one working week (by email, letter or phone call) and address the complaint or outline a clear time frame for further investigation. The senior member of staff dealing with the complaint should complete the complaints log, setting out what action (if any) has been taken and the date the complaint is closed. The senior member of staff should make it clear to the parent that if they are not satisfied with the outcome of the complaint, they can proceed to the next step of the Parent Complaint Procedure, and write to the Head (letter or email) explaining they wish to make a formal complaint at Stage 2 of this procedure (see below). A senior member of staff should be in a position of responsibility in the area being complained about. The following are examples:
- Nursery and Pre-school concerns / complaints may be referred on to Miss Hannah Longmuir (Nursery Leader) and Mrs Sarah Shakespeare (Pre-school Leader).
- EYFS concerns / complaints may be referred on to Mrs Lucy Savage (Assistant Head EYFS and Infants).
- Pastoral complaints may be referred on to Mrs Lucy Deller (Deputy Head Pastoral) for The Elms or Mr Jeremy Hallows (Deputy Head Pastoral) for Trent.
- Academic complaints may be referred on to Mrs Liz Barclay (Deputy Head Academic) for The Elms and Mr Darren Brumby (Deputy Head Academic) for Trent.
- Co-curricular complaints may be referred on to Lucy Savage (Assistant Head EYFS and Infants) or Steven Young (KS2 Pastoral Assistant Leader) for clubs at The Elms or Ms Lucy Matthews (Deputy Head Co-curricular) for Trent.
- Should the matter not be resolved within 10 working days (deemed as two school weeks during term time) or in the event that the School and the parents fail to reach a satisfactory resolution then parents may wish to proceed with their complaint in accordance with Stage 2 of this procedure.
- The School keeps a log of informal complaints and monitors this for emerging patterns.

Where the complaint is directed specifically at the Head of The Elms, it should be made to the Head of Trent College. Where the complaint is directed specifically at the Head of Trent College, it should be made to the Chair of Governors.

### **Stage 2 – Formal Complaint and Resolution:**

- If the complaint cannot be resolved on an informal basis, then the parents should put their complaint in **writing (letter or email)** to the Head of The Elms or Trent College. The Head will decide, after considering the complaint and consulting with staff, the appropriate course of action to take.
- The Head, or a delegated representative such as the Deputy Head, will meet the parents concerned, within 10 working days of receiving the complaint (unless exceptional circumstances such as the complainant being on holiday make this time frame impossible), to discuss the matter. If possible, a resolution will be reached at this stage.
- It may be necessary for the Head (or representative) to carry out further investigation. The findings and recommendations from this further investigation will be collected within 7 working days then provided to the complainant. It will also, where relevant, be provided to the person complained about.
- Where the complaint applies specifically to EYFS provision, a full written response pertaining to the fulfilment of EYFS requirements will be investigated and the complainant will require a response within 28 days with the outcome of any investigation.

- The Head, or representative, will keep written records of all meetings and interviews held in relation to the complaint, which will also be made available for the complainant.
- The school retains a written record of formal complaints as part of its complaints procedure, whether they are resolved at the first formal stage (Stage 2) or proceed to a panel hearing (Stage 3) and of any action taken by the school as a result of a formal complaint (whether or not the complaint is upheld).
- Once the Head is satisfied that, so far as is practicable, all the relevant facts have been established, a decision will be made and parent(s) will be informed of this decision in writing, and reasons for the decision given.
- If parents are still not satisfied with the decision, they may proceed to Stage 3 of this Procedure.

Where the complaint is directed specifically at the delegated representative, the procedure will, by necessity, involve the Head of The Elms or Trent College as appropriate. Where the complaint is directed specifically at the Head of The Elms, the procedure will, by necessity, involve the Head of Trent College. Where the complaint is directed specifically at the Head of Trent College, it should be made to the Chair of Governors.

### **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 Clerk to the Governors at Trent College, 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 persons not directly involved in the matters detailed in the complaint, one of whom will be a person independent of the management and running of the school (and will generally follow the profile of *“people who have held a position of responsibility and are used to analysing evidence and putting forward balanced argument... Examples of persons likely to be suitable are serving or retired business people, civil servants, heads or senior members of staff at other schools, people with a legal background and retired members of the Police...”* - from DfE guidance on an independent panel member).
- The Clerk to the Governors, on behalf of the Chair of Governors, will appoint each of the Panel members and will appoint one Panel member to act as Chair of the Panel. The Clerk, on behalf of the Panel, will acknowledge the complaint and schedule a hearing to take place as soon as practicable and normally within 14 working days (unless exceptional circumstances such as the complainant being on holiday make this time frame impossible).
- 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 two days before the hearing.
- The parent(s) may be accompanied to the hearing by one other person. This may be a relative, teacher or friend. The accompanying person should be there in a supportive capacity and can remind or make suggestions to the parent(s) in response to questions from the Panel, however they do not have the right to ask or answer questions on behalf of the parent(s). Legal representation will not normally be appropriate.
- If possible, the Panel will resolve the parent’s complaint 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 the facts they consider relevant, the Panel will reach a decision and will communicate their findings and recommendations as soon as possible after the Hearing. The decision of the Panel will be final. The Panel will write to all participants (including the complainant, the Board of Governors and, where appropriate, the person

about whom the complaint has been made) informing them of the findings, the recommendations and the reasons for these.

- The Panel decision will be communicated to the complainant within 10 working days of the panel hearing.

Details of complaints received are held centrally and regularly monitored by the Leadership Team. Such written records will include the findings and recommendations from all investigations into complaints. This monitoring is to ensure that any trend is quickly identified and managed in the best interests of our pupils. Records of all complaints will be made available for Governor scrutiny when requested. Complaint statistics and trends are reported to the Governing Body on a termly basis. The written record of complaints held by the school will indicate whether they were resolved at the preliminary stage or moved to either Stage 2 or Stage 3 (a panel hearing).

These will be available for inspection on the school premises by the Chair of the Board of Governors and the Head of Trent College or the Head of The Elms.

A written record of all complaints made during a specified period, and the action taken as a result of each complaint, will be made available during inspection and when requested by the Independent Schools Inspectorate (ISI) and OFSTED (in the case of EYFS provision).

All complaints will be treated seriously and confidentially. When dealing with complaints, the School processes data in accordance with the School's Privacy Notice. Records of complaints and Panel hearings will be kept as required by regulation and in accordance with the School's Privacy Notice, Data Protection Policy and Retention of Records Policy. Correspondence, statements and records relating to individual complaints will be kept confidential except where the Secretary of State or a body conducting an inspection under section 109 of the Education and Skills 2008 Act requests access to them.

Parents and parents of prospective pupils can request details of the number of complaints registered under the formal procedure during the preceding school year by contacting the Head's Executive Assistant.

For the academic year 2020-21, the number of Formal Complaints were:

The Elms	None received
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Trent College	None received
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The Independent Schools Inspectorate inspects the EYFS, educational and boarding provision and compliance in Independent Schools. As a registered setting catering for children under the age of two years old, the School is also registered with OFSTED for Early Years Foundation Stage (EYFS).

Parents of EYFS children should follow the three stages of this Policy. If parents remain dissatisfied and their complaint is about the School's fulfilment of the EYFS requirements, then parents may take their complaint to the ISI or OFSTED. Parents will be notified by ISI or OFSTED of the outcome of the investigation into their complaint within 28 days of the complaint being received.

Parents may complain directly to the ISI or OFSTED if they believe that the School is not meeting the EYFS requirements.

Contact details:

ISI: Independent Schools Inspectorate  
CAP House  
9 – 12 Long Lane  
London  
EC1A 9HA  
General enquiries: Tel: 020 7600 0100 e-mail: [info@isi.net](mailto:info@isi.net)  
Concerns about a school: Tel: 020 7600 0100 e-mail: [concerns@isi.net](mailto:concerns@isi.net)

OFSTED: OFSTED  
Piccadilly Gate  
Store Street  
Manchester M1 2WD  
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