

Netherleigh and Rossefield School

Complaints Policy

September 2016

Introduction

Netherleigh and Rossefield School aims to provide the highest level of teaching and pastoral care. This Procedure is designed to ensure that any concerns or complaints are dealt with quickly and fairly. The number of formal complaints received by the school in the previous school year is also available on request.

Stage 1 – Informal Resolution

- Most concerns are resolved informally and normally within 5 working days.
- If parents have a concern, they should first contact their son's or daughter's Class Teacher.
- Concerns raised directly with a member of the Senior Management Team will usually be referred to the Headmaster.
- We will keep a dated written record of the concern and the action taken. Our hope is that the matter will be resolved at this stage. If this is not possible, parents will be advised to proceed by lodging a complaint in accordance with Stage 2 of this Procedure.
- Concerns raised with us out of term time will be acknowledged and acted upon as soon as possible and no later than 5 working days after the start of the next term.

Stage 2 – Formal Resolution

- If the matter cannot be resolved informally, parents will be asked to make a formal complaint, in writing, to the Headmaster, who may ask another member of the Senior Management Team to deal with the issue.
- The Headmaster will be briefed by those who have already investigated the matter.
- The Headmaster will meet or speak to the parents, normally within 5 working days of receiving the complaint, to discuss the matter. If possible, a resolution will be reached at this stage.
- Once the Headmaster is satisfied that all of the relevant facts have been considered, a decision will be made. He will write to the parents explaining the decision.
- The Headmaster will keep written copies of all formal complaints, as well as written records of all meetings and interviews held in relation to the complaint. A written record will also be kept of any action taken by the school as a result of the complaint.
- If parents remain dissatisfied, they should proceed to Stage 3 of this Complaints Policy.

Stage 3 – Panel Hearing

- Parents will be referred to a Complaints Panel, which will comprise of three individuals.
- A combination of three individuals from the following list will form the Complaints Panel:
 - Mary Midgley (Proprietor of Netherleigh and Rossefield School)
 - Graham Midgley (Proprietor of Netherleigh and Rossefield School)
 - Neil Gabriel (Retired Headmaster of Bradford Grammar Junior School)
 - Anthony Comerford (Principal of Brackenfield School, Harrogate)

- Patricia Sowa (Headteacher of Brackenfield School, Harrogate)
- Alan Parker (Accountant and former school governor)
- The Panel will comprise of **one** of the School's Proprietors and **two** additional members who are independent of the management and running of Netherleigh and Rossefield School. No Panel member will be directly involved in the matters relating to the complaint.
- Neil Gabriel, Anthony Comerford, Patricia Sowa and Alan Parker are completely independent of the School. By referring their complaint to the panel, parents recognise this and agree that no legal action whatsoever may be taken against these independent panel members.
- The Panel may require further particulars of the complaint or any related matter to be supplied in advance of the hearing. Copies of such particulars shall be supplied to all parties no later than 5 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 consideration of all relevant facts, the Panel will reach a decision within 5 working days of the Hearing.
- The Panel will write to the parents informing them of the decision, which will be final. A copy of the letter will be sent to the Headmaster, who will keep the Panel's findings and recommendations on school premises and available for subsequent inspection by the Proprietors and Headmaster.
- Where relevant, the person who is the subject of the complaint will receive a copy of the Panel's findings and recommendations.

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 109 of the 2008 Act requests access to them.

1 complaint was registered under the formal complaints procedure during the 2015-16 Academic year. This complaint was resolved at Stage 2 – Formal Resolution.

The Early Years Foundation Stage (EYFS)

In addition to all information stated in the above Complaints Policy, additional requirements apply to EYFS settings. Classes at Netherleigh and Rossefield which fulfil EYFS requirements are Corbett, Hockney, Bronte and Delius.

Written complaints about the fulfilment of the EYFS requirements will be thoroughly investigated and the complainant notified of the outcome of the investigation within 28 days. The record of complaints will be made available to Ofsted and ISI on request.

If parents/carers believe the School is not meeting the EYFS requirements, and are not satisfied with the manner in which their concerns are handled by the school, they have the right to contact Ofsted. Ofsted can be contacted at the following address:

Ofsted, Piccadilly Gate, Store Street, Manchester, M1 2WD.

They can also be contacted by telephoning 0300 1231231, emailing enquiries@ofsted.gov.uk or visiting the website <https://contact.ofsted.gov.uk/onlinecomplaints>