



# RENDCOMB COLLEGE

NURSERY • JUNIOR • SENIOR

## Complaints Policy

**(ISI: 33a)**

**Monitoring:**

Deputy Head (Pastoral) and Head of Juniors

**Reviewed:**

August 2020

**Next Review:**

August 2021

## ***Complaints procedure for Parents***

### *Introduction*

Rendcomb College takes great care with the quality of the teaching and pastoral care provided to its pupils. However, if parents do wish to make a complaint they can expect the following procedure to apply. This policy is applicable to all pupils, including those in EYFS.

Working days for the purposes of this procedure shall mean working days during College term time.

### *Stage 1 – Informal Resolution*

- It is hoped that most complaints will be resolved within three working days and as quickly and informally as possible.
- If parents have a complaint they should normally contact their child's Tutor in the first instance. In many cases the matter will be resolved at this level to the parents' satisfaction. The Tutor will be expected to consult appropriately and keep written records of the action taken.
- Complaints made at other levels, for example to the Head of Department, Houseparent or Deputy Head, will follow the appropriate pathways of consultation and will hopefully be resolved quickly and to the parents' satisfaction. A written record of all complaints and the date on which they were received will be kept.
- All complaints will be treated in a timely and confidential manner. Knowledge of the complaint will be limited to those directly involved.
- Should the matter not be resolved in this informal way then parents are advised to proceed with the complaint in accordance with stage 2.

### *Stage 2 – Formal Resolution*

- If the complaint cannot be or is not being resolved on an informal basis, then the parents may put their complaint in writing to the Head or Junior School Head.
- The Head will respond to the parent concerned within five working days, or as soon as reasonably practicable during school holidays, indicating how the College proposes to proceed.
- It may be necessary for the Head to carry out further investigations. Written records will be kept of all meetings and interviews held in relation to the complaint.
- Once the Head is satisfied that, so far as is practicable, all of the relevant facts have been established, a decision will be made within 5 working days thereafter (or as soon as reasonably practicable during school holidays). The parents will be informed of this decision, and the reasoning behind it, in writing within 24 hours of the decision having been made.

- For pupils in EYFS, parents must be informed of the outcome of the investigation within 28 days of making the complaint. The record of complaints must be made available to Ofsted and ISI on request.
- It is hoped that parents will feel satisfied with the outcome, or that, at least, all of the concerns raised by the parents have been fully and fairly considered. If, in extreme circumstances, parents are not satisfied they may, if they wish, proceed with an appeal to the Chair of the Governors.

### *Stage 3 – Appeal to the Governors*

- Where parents are not satisfied with the response to their complaint under Stage 2, or alternatively where the parents' complaint relates to the Head's own actions, parents should write to the Bursar in her role as Clerk to the Governors directly. Any letter should set out their grounds of appeal/complaint and should (where appropriate) be delivered to the Bursar within 5 working days of receipt of the Head's decision at Stage 2 above.
- The Bursar will acknowledge the complaint and within 5 working days refer the matter to a Complaints Panel for consideration. The Complaints Panel will be appointed by the Chair of the Governors and consist of at least three people with one of them being independent of the management and running of the College. The members of the Panel should have no connection to the pupil or the family concerned. The Chair of the Panel will then acknowledge the complaint and schedule a hearing to take place within 20 working days.
- If the Panel deems it necessary, it may require that further particulars of the complaint/appeal and any relevant documents or records be supplied in advance of the panel meeting. Copies of such particulars shall be supplied to all parties wherever practicable not later than 3 working days prior to this meeting.
- The Chair of the Panel shall determine how the appeal proceedings are to be conducted. If there is a hearing the parents concerned as well as representatives of the College should be invited to speak. Parents may be accompanied to the hearing. This may be a relative, teacher or friend. Legal representation of either party 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. This process shall be completed within 10 working days of the Hearing.
- After completion of any further investigation and due consideration of all facts, the Panel's findings, recommendations and final decision will be communicated by the Chair of the Panel. He/She will notify the Parents and the Head (and where relevant to the person complained

about) within 5 working days. A copy of the Panel's findings will also be sent to the Chair of Governors within the same timescale.

- A record of all complaints and whether they are resolved at the formal or Appeal stage, including findings and recommendations, will be kept at the College for inspection by the Governors.
- Correspondence, statements and records will be kept confidential except where the Secretary of State (in practice DfE) or a body conducting an inspection under section 162A of the 2002 Act requests access to them; or where any other legal obligation prevails.
- For EYFS pupils, parents may approach Ofsted or ISI directly at any stage of this complaints procedure. In addition, where there seems to be a possible breach of the EYFS's registration requirements, it is essential to involve Ofsted or ISI as the registering and inspection body with a duty to ensure the Safeguarding and Welfare Requirements of the Early Years Foundation Stage are adhered to.
  - The number to call Ofsted with regard to a complaint is: 0300 123 1231
  - The details for ISI are ISI, CAP House, 9-12 Long Lane, London EC1A 9HA, or email [concerns@isi.net](mailto:concerns@isi.net)

Last year (2019-2020) there was 1 recorded formal complaint.