



FULHAM PREP SCHOOL



FULHAM SENIOR SCHOOL

FULHAM PREP SCHOOLS COMPLAINTS POLICY

Created by AN: 12th June 2017

Adopted: 9th Sept 2017

Next review by Executive Head: September 2018

Fulham Prep Schools has long prided itself on its openness and on the quality of the teaching and pastoral care provided to its pupils. However, if parents do have a complaint they can expect it to be treated by the School in accordance with this procedure. Complaints, concerns and all related correspondence will be treated in as confidential a manner as possible and with respect.

Documentation and Record-Keeping

A copy of this procedure can be found on the School's website and is available to:

- a) the parents of pupils at the School;
- b) Pupils at the School; and
- c) the Staff.

The procedure does not apply to parents of prospective pupils, nor does it apply to past pupils, unless the complaint was initially raised when the pupil was still registered.

Correspondence, statements and records relating to individual complaints are kept confidential except in so far as is required of the School by paragraph 25 (i) of the Education (Independent Schools Standards England) Regulations 2010; where disclosure is required in the course of the School's inspection; or where any other legal obligation prevails.

Additional requirements apply for the EYFS. Written complaints will be investigated and the complainant notified of the outcome of the investigation within 28 days. The record of EYFS complaints will be made available to Ofsted and ISI on request. EYFS complaints will be kept for a minimum of three years.

Should any aspect of the complaints' procedure remain unresolved, it is possible for parents to bring such matters to the attention of Ofsted and/or the Independent Schools' Inspectorate.

These organisations may be contacted at:

Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD
General helpline 0300 123 1231; www.ofsted.gov.uk

Independent Schools Inspectorate, Ground Floor, CAP House, 9-12 Long Lane, London EC1A 9HA; telephone 020 7600 0100. www.isi.net

Procedures: All complaints registered with the school are logged in the Complaints Book which is held by the Head within their office. The School maintains a record in a file of all parent complaints for at least three years for regular review by senior management and for inspection by inspectors. The record states whether the complaint was resolved at the preliminary stages or will proceed to a panel hearing and the actions taken as a result of the complaints. In the case of a complaint relating to a child in the EYFS the record will state the action taken as a result of the complaint.

Stages of complaint:

Stage 1

Informal Resolution - It is hoped that most complaints will be resolved quickly and informally.

If parents have a complaint, they should normally contact their son or daughter's form teacher or subject specialist teacher; whichever is most appropriate. In many cases, the matter will be resolved straightaway by this means to the parents' satisfaction. If the form teacher or subject specialist

teacher cannot resolve the matter alone, it may be necessary for them to consult the appropriate HOY/Member of SMT/Deputy Head, whoever is most appropriate and at the Pre-Prep the appropriate year group coordinator or Head.

At Stage 1, informal complaints made directly to the Executive Head will usually be referred to the relevant form teacher or subject specialist teacher or a member of SMT.

The staff member 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 five working days (during term time or longer during the school holidays) then parents will be advised to proceed with their complaint in accordance with Stage 2 of this procedure.

During holidays the time will be longer as not all staff are available to address concerns.

Stage 2

Formal Procedure - If the complaint cannot be resolved on an informal basis, then the parents should put their complaint in writing to the Executive Head.

The Executive Head will decide the appropriate course of action within three working days (during term time or longer during the school holidays) of receipt of the complaint.

In most cases, the Executive Head will meet or speak to the parents concerned within five working days during term time (although it may take longer during the school holidays) of receiving the complaint to discuss the matter. As far as possible, a resolution will be reached at this stage.

It may be necessary for the Executive Head to nominate a member of SMT to carry out further investigations. This may be decided at the first meeting with the parents. If however, the Executive Head decides to carry out an investigation before meeting the parents, they will be informed of this within three working days (during the term time) of the Executive Head receiving the complaint and the meeting with parents will take place within seven working days (during term time or longer during the school holidays).

The Executive Head will keep written records of all meetings and interviews held in relation to the complaint.

Once the Executive Head is satisfied that, so far as is practicable, all the relevant facts have been established, a decision will be made and parents will be informed of this decision in writing. This will normally be within ten working days (during term time or longer during the school holidays) of receipt of the complaint. The Principal will also give reasons for his decision.

If parents are not satisfied with the decision, they should proceed to Stage 3 of this Procedure.

Stage 3

Independent Panel Hearing - Complaint heard by the independent panel appointed by the Chair of the Governing Body.

If parents seek to invoke Stage 3 (following a failure to reach an earlier resolution), they will place their complaint and all relevant information, in writing, to the Chair of Governors (via the Clerk of Governors), 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 Chair of Governors will, acting on behalf of the panel, acknowledge the complaint and schedule a hearing to take place as soon as practicable, usually within seven working days. If a complaint is received during a holiday period, the timescale for the hearing may be extended.

Each of the panel members shall be appointed by the Chair of Governors. The panel will consist of at least three people who were not directly involved in the matters detailed in the complaint. One member of the panel will be independent of the management and the running of the school.

If the Panel deem 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 prior to the hearing.

The parents will be invited to attend the hearing and told of their right to be accompanied by a friend, and where relevant translations/interpreters will be arranged by the Secretary in consultation with the parties. Legal representation will not normally be appropriate. If legal representation is to be brought before the panel, it will need at least five working days' notice.

The Panel will ensure that the complainant is heard in private, is welcomed, and as far as possible is put at ease.

The Panel will hear the appeal(s), consider all the views expressed and will reach a decision and may make recommendations, which it shall complete within ten days of the Hearing. The Panel will write either electronically or by post to the parents informing them of its decision, any recommendations and the reasons for it.

The Decision of the Panel will be final. The Panel's findings and, if any, recommendations will be sent by electronic mail or by post to the parents, the Executive Head and, where relevant, the person complained of.

If the complainant is still not satisfied, they can contact the Independent Schools team at the Department for Education (DfE) on 0870 0012345 or Ofsted – enquiries@ofsted.gov.uk or 0300 1234 234 for further guidance.

Signed:

Date:

Chairman of Governors

Information made available pursuant to the Education (Independent School Standards) (England) Regulations 2010 Schedule 1 Part 6 paragraph 24 (3) (g) Number of Formal Complaints made in the 2016-17 Academic Year: 0

<i>Updated</i>	<i>By</i>
November 2013	M Belsito
September 2015	S Spurr
December 2015	S Spurr
March 2017	S. Spurr
October 2017	V. Low