



# CUNDALL MANOR SCHOOL

**33a**

## COMPLAINTS PROCEDURE POLICY

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<b>Ratified by</b>	<b>Headmistress</b>
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## 33a COMPLAINTS PROCEDURE POLICY

### Introduction

Cundall Manor School prides itself on the quality of the teaching, learning and pastoral care provided to its pupils; this coupled with ready and regular communication with parents ensures an atmosphere of openness and general satisfaction. However, if parents do have a complaint, they can expect it to be treated by the School in accordance with this Procedure. The Complaints procedure is available not only to parents but also to all staff and boarders. It is available on request from the school office and on the website.

### What Constitutes a Complaint?

Any matter about which a parent of a pupil is unhappy and seeks action by the School is a complaint. A complaint is an expression of dissatisfaction with a real or perceived problem. It may be made about the School as a whole, about a specific department or about an individual member of staff. A complaint is likely to arise if a parent believes that the School has done something wrong, failed to do something that it should have done or has acted unfairly.

A 'concern' may be defined as 'an expression of worry or doubt over an issue considered to be important for which reassurances are sought'. A complaint may be generally defined as 'an expression of dissatisfaction however made, about actions taken or a lack of action'.

Parents can be assured that all complaints will be treated seriously and confidentially. The School is here for your child and you can be assured that your child will not be penalised for a complaint that you raise in good faith

### Stage 1 – Informal Resolution

- It is hoped that most complaints and concerns will be resolved quickly and informally.
- If parents have a complaint they should normally contact their son/daughter's Form teacher. In many cases, the matter will be resolved straightaway by this means, to the parents' satisfaction. If the Form teacher cannot resolve the matter alone, it may be necessary for him/her to consult the Assistant Head or Deputy Head.
- Complaints made directly to the Headmistress will usually be referred to the relevant Form teacher/Assistant Head/ Deputy Head unless the Headmistress deems it appropriate for him/her to deal with the matter personally.
- The Form teacher/Assistant Head/Deputy Head will make a written record of all concerns and complaints. Should the matter not be resolved within 14 normal school working days or in the event that the Form teacher/Assistant Head and the parent(s) fail to reach a satisfactory resolution then parents will be advised to proceed with a written complaint in accordance with stage 2 of this Procedure.

### Stage 2 – Formal Resolution

- If the complaint cannot be resolved on an informal basis, then the parents should put their complaint in writing to the Headmistress. The Headmistress will decide, after considering the complaint, the appropriate course of action to take.
- The Headmistress or Deputy Head will meet the parents concerned, within 7 normal school working days of receiving the complaint, to discuss the matter. If possible, a resolution will be reached at this stage.
- It may be necessary for the Headmistress or Deputy Head to carry out further investigations.
- The Headmistress or Deputy Head will keep written records of all meetings and interviews held in relation to the complaint.
- Once the Headmistress is satisfied that, so far as is practicable, all of the relevant facts have been established, a decision will be made and parents will be informed of this decision in

writing within 7 normal school working days. The Headmistress will also give reasons for the decisions made.

- A written record of this decision will be kept in the Complaints Log along with any actions taken by the school as a result of the complaint, whether or not the complaint was upheld.
- All correspondence, statements and records relating to individual complaints are kept confidential except where the Secretary of State or a body conducting an inspection under Section 108 or 109 of the 2008 Act requests access to them.
- If parents are still not satisfied with the decision, they should proceed to Stage 3 of this Procedure.
- If the Headmistress has been involved at the informal stage or the complaint involves the Headmistress, the complaint will be investigated by an uninvolved member of the Senior Management Team.

*Stage 2 of the Complaints Procedure would be completed within the EYFS required timescale of 28 days with any written complaint received relating to the fulfilment of the EYFS requirements being investigated within this timescale and a written response sent to the complainant.*

If an initial complaint is sent to the Governors it will be forwarded to the Headmistress in order for the above procedure to operate.

### **Stage 3 – Panel Hearing**

- If parents of day or boarding pupils seek to invoke Stage 3 (following a failure to reach an earlier resolution), they will be referred to a convenor 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 shall be independent of the management and running of the school. Each of the Panel members shall be appointed by the Convenor on behalf of the Governors, who will then acknowledge the complaint and schedule a hearing to take place as soon as practicable within 14 normal working school days.
- 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 5 normal school 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 due consideration of all facts they consider relevant, the Panel will reach a decision and may make recommendations, which it shall complete within 7 normal school working days of the Hearing. The Panel will write to the parents informing them of its decision and the reasons for it. The decision of the Panel will be final. The Panel's findings and, if any, recommendations will be sent in writing to the complainant, the parents, the Headmistress, the Governors and, where relevant, the person complained about. A copy of this will be available for inspection on the school premises by the Governors and the Headmistress.
- In any event all complainants will be notified in writing of the outcome of the investigation (whatever form the investigation takes) within 21 normal school working days of receipt of the complaint. A written record of this decision will be kept in the Complaints Log along with any actions taken by the school as a result of the complaint.

Boards and their parents can, for any complaints concerning child welfare in boarding, contact Ofsted by calling 0300 123 4666 or e-mailing [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk). or can contact the Local Authority Designated Officer (Craven & Harrogate area) by calling 01609 534 974

A written record is kept of all serious complaints and their outcomes. All records of complaints made under this policy will be retained at the School for a minimum of 3 years from the date of resolution/conclusion thereof. This also applies to any complaints in respect of boarding. The written record of serious complaints and their outcomes is regularly reviewed by the Headmistress or a senior member of staff. Complaints are resolved either to the complainant's satisfaction, or with an otherwise appropriate outcome which balances the rights and duties of pupils, without unreasonable delay.

### **Complaints during school holidays**

Any complaints received during the school holidays should be directed via [head@cundallmanor.org.uk](mailto:head@cundallmanor.org.uk). Complaints will be acknowledged as soon as is practicable. It is in everyone's interest to resolve a complaint as speedily as possible and will be investigated as soon as is practicable during holiday periods.

In the case of EYFS pupils i.e. pupils who have not yet attained 6 years of age, parents should be aware that the School must provide ISI and Ofsted, on request, with a written record of all complaints made during any specified period, and the action taken as a result of each complaint.

Parents of EYFS pupils can make a complaint directly to ISI and/or Ofsted should they so wish.

The contact details for such organisations are as follows:

#### Independent Schools Inspectorate (ISI)

CAP House	020 7600 0100
9-12 Long Lane	<a href="http://www.isi.net">www.isi.net</a>
LONDON	
EC1A 9HA	

#### Ofsted

Piccadilly Gate	0300 123 1231
Store Street	<a href="mailto:enquires@ofsted.gov.uk">enquires@ofsted.gov.uk</a> Website: <a href="http://www.ofsted.gov.uk">www.ofsted.gov.uk</a>
MANCHESTER	
M1 2WD	

Parents can be assured that all concerns and complaints will be treated seriously and confidentially. A record of all written complaints is kept in the Complaints Log which is located in the Headmistress's Study. Correspondence, statements and records relating to individual complaints are to be kept confidential except where the Secretary of State or a body conducting an inspection under section 108 or 109 of the 2008 Act requests access to them.

During the academic year 2019-20 the school received 0 written complaints which reached stage 3 of this policy.

This Complaints Policy applies to current registered pupils. The procedure does not apply to parents of prospective pupils. The complaints procedure does apply to past pupils if the complaint was initially raised when the pupil was still registered and does not cover exclusions.

## **COMPLAINTS BY PUPILS**

Staff should be fully aware of the Pupil Complaints Procedure.

The policy delivered below is written as a direct correspondence to the pupil(s).

This policy is for your use. It explains what you can do should you feel particularly worried about something and what you may do if you wish to complain about how you are, or have been, treated. It is important that you read this policy carefully and ask a trusted person for help if you don't understand it. They will explain it to you.

There are two things to remember:

1. You may wish just to talk to someone, or
2. You may wish to make a complaint.

Either way, this policy will assist you to decide what to do.

What do I do if I just want to talk to someone?

Remember you have close friends who may be able to help, or an older boy/girl to whom you feel you can turn. For boarders your boarding house staff or the matron are always ready to help or any other member of staff you know and to whom you feel you can comfortably talk.

There may be times when you feel you can't talk with a member of staff - this is perfectly all right. Then you can talk, telephone or write to any of the following:

- your parents
- Reverend Askew
- the School Counsellor
- Childline
- Put a note in the worries box in the entrance hall

Their addresses and telephone numbers are given at the end of this policy.

### **What happens if you want to make a complaint about something?**

Sometimes you may feel that you would like to complain about something that is worrying you. The first thing you should do is to speak to any member of staff you trust (e.g. your form tutor or a member of the boarding house staff); you can have a friend with you if you wish, another pupil or another member of staff. If you wish to speak to someone outside of the school, The Reverend Askew has agreed to be available to speak to any pupil who might wish to do so. Her number is available from the school office.

If the matter can't easily be settled to your satisfaction then you can make the complaint formal. Then the following will happen:

You can do this in writing, addressing your letter to the Headmistress, or orally by telling the member of staff you have spoken to about your problem.

1. The complaint will be entered in the Complaint Book held by the Headmistress, then
2. You will get a note from the Headmistress saying that she has seen the complaint and that it will be attended to within five school days of you making the complaint, then
3. You will be asked to talk the matter through with either the Assistant Head, Deputy Head or the Headmistress and you can have a friend with you, who may be another pupil, a boarding house member of staff, form tutor or any member of staff. If, within two more days, you have not had the matter satisfactorily sorted out, you may contact any of the people whose names are listed above and whose addresses and telephone numbers appear at the end of this policy.

4. Whoever you contact will speak to you at the school, again you can have a friend with you. They will advise you about what course seems sensible. At this stage it will be up to you to make a decision, acting on his/her advice.

No pupil will be penalised for making a complaint in good faith.

**TELEPHONE NUMBERS OF PEOPLE OUTSIDE SCHOOL YOU MAY WISH TO CONTACT:**

CHILDLINE	0800 1111
The Reverend Alison Askew	01423 326 284
Mrs Riddell	dianeriddell@cundallmanor.org.uk
ACCESS TO A DOCTOR	During the day Ripon Minor Injuries Unit Out of hours 111/999

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