



## Complaints Procedure

### Introduction

The Pier Head Prep gives high priority to the quality of the teaching and pastoral care provided for pupils. However, if parents do have a formal complaint, it will be treated by the School in accordance with this Procedure. This policy is available to parents of current and prospective pupils on the School website and on request in the School office. Parents are also informed annually of the number of complaints registered under the formal procedure of panel hearing at the end of this policy, which is updated annually

### Informal Resolution

- It is hoped that most concerns will be resolved quickly and informally.
- If parents have a concern they should normally contact their child's Class Teacher. In many cases, the matter will be resolved straightaway by this means to the parents' satisfaction. If the Class Teacher cannot resolve the matter alone, he/she will consult the Head teacher Miss Julie McCormick
- The Class Teacher will make a note of all concerns and the date on which they were received. Should the matter not be resolved within 14 days or in the event that the Class Teacher and the parent fail to reach a satisfactory resolution then parents will be advised to pursue their complaint with the Head teacher

### Head Teacher's Resolution

- If the complaint cannot be resolved on an informal basis, then the parents should put their complaint in writing to the Head teacher. The Head teacher will consider the matter and decide the appropriate course of action.
  - In most cases, the Head teacher will speak to or meet the parents concerned to discuss the matter, normally within 14 days of receiving the complaint in writing. If possible, a resolution will be reached at this stage.
  - It may be necessary for the Head teacher to carry out further investigations.
  - The Head teacher will keep written records of all meetings and interviews held in relation to the complaint.
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- Once the Head teacher 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. The Head teacher will give reasons for her decision.

Continued dissatisfaction?

### Formal Panel Hearing

If parents are still dissatisfied with the outcome an independent panel will be conducted if you wish to follow this formal panel hearing please write to the Head teacher at the school, who will address the matter at a Meeting which will be held within 10 days of receiving the complaint, convening a panel of at least three individuals not specifically involved with the incident, one of whom must be independent of the management and running of the school. Parents will be entitled to attend, and be accompanied at this hearing. The findings and recommendations made by the panel must be put into writing and a copy of these findings and recommendations must be given to the complainant, the proprietor, the Head teacher and if relevant the person or persons who have been complained about. These written

recommendations will be made available within 7 days of the meeting of the panel.

Should the initial complaint be about the Head teacher, then the parent should write directly to the OFSTED with a copy to the Head teacher.

- If parents are still not satisfied with the decision, they should contact Ofsted

Complainants will be notified of the outcome of an investigation within 28 working days (to allow for holiday time) to cover the period from the lodging of the complaint to its resolution. Parents can be assured that all concerns and complaints will be treated seriously and confidentially, except where disclosure is required in the course of the investigation. A written record of complaints, including correspondence statements and records is kept for at least three years and details whether the complaints were resolved a Correspondence, statements and records will be kept confidential except where the Secretary of State or a body conducting an inspection under section 162A of the 2002 Act, as amended, requests access to them.

Parents may contact OFSTED  
OFSTED The independent school department  
Ofsted Early Years CAP House  
3rd Floor 9-12 Long Lane  
Royal Exchange Building London  
St. Ann's Square EC1A 9HA  
Manchester M2 9QX  
TELEPHONE 03001231231                      FAX 03001233159  
E-mail – [geninfo@ofsted.gov.uk](mailto:geninfo@ofsted.gov.uk) Website: [www.isi.net](http://www.isi.net)  
Website – [www.ofsted.gov.uk/parents](http://www.ofsted.gov.uk/parents)

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