

# Farrowdale House

INDEPENDENT PREPARATORY SCHOOL

**Proprietors:**  
Ms S. Hall & Miss Z. Campbell  
**Head Teacher:**  
Miss Z Campbell BA Hons PGCE



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## Complaints Policy

### Introduction

We strive to provide a good education for all our children. The Head teacher and staff work very hard to build positive relationships with all parents. However, the school is obliged to have procedures in place in case there are complaints by parents or guardians. The following policy sets out the procedures that the school follows in such cases.

If any parents are unhappy with the education that their child is receiving, or have any concerns relating to the school, we encourage them to talk to the child's class teacher immediately.

All parents have the right, as a last resort, to appeal to the Secretary of State for Education, if they still feel that their complaint has not been properly addressed.

### Aims

Our school aims to be fair, open and honest when dealing with any complaint. We give careful consideration to all complaints, and deal with them as swiftly as possible. We aim to resolve any complaint through dialogue and mutual understanding. In all cases we put the interests of the child above all else. We provide sufficient opportunity for any complaint to be fully discussed, and then resolved.

### The complaints process

If a parent is concerned about anything to do with the education that we are providing at our school, they should, in the first instance, discuss the matter with their child's class teacher. In our experience most matters of concern can be resolved positively in this way. All teachers work very hard to ensure that each child is happy at school, and is making good progress; they naturally want to know if there is a problem, so that they can take action before it seriously affects the child's progress.

Where parents feel that a situation has not been resolved through contact with the class teacher, or that their concern is of a sufficiently serious nature, they should make an appointment to discuss it with the Head teacher. The Head teacher considers any such complaint very seriously, and investigates each case thoroughly. Most complaints are normally resolved by this stage.

Should any parents have a complaint about the Head teacher, they should first make an informal approach to the Proprietor, who is obliged to investigate it. The Proprietor will do all she can to resolve the issue through a dialogue with the parents, but if parents are unhappy with the outcome, they can make a formal complaint, as outlined below.

Only if an informal complaint fails to resolve the matter should a formal complaint be made to the Proprietor. This complaint must be made in writing, stating the nature of the complaint, and how the school has handled it so far. The parent should send this written complaint to the Proprietor.

The Proprietor must consider all written complaints within three weeks of receipt. She will arrange a hearing before a panel of at least three people not directly involved in the matters detailed in the complaint, and will invite the person making it to attend the hearing, so that s/he can explain the complaint in more detail. The panel shall contain one person who is independent of the management and running of the school. The Proprietor will give the parent at least three days' notice of the meeting and will allow for them to be accompanied at the panel hearing if they wish.

After hearing all the evidence, the panel will consider their decision and inform the parent in writing of any findings and recommendations.

If any parent is still not content that the complaint has been dealt with properly, then s/he is entitled to appeal to the Secretary of State for Education.

## **Monitoring and review**

The Proprietor monitors the complaints procedure, in order to ensure that all complaints are handled properly. The Head teacher logs all complaints received by the school, and records how they were resolved. The Proprietor examines this log on an annual basis. Action taken by the school as a result of those complaints, regardless of whether they are upheld and provides that 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 109 of the 2008 Act, requests access to them.

No complaints were made 2016-2018.

This policy is made available to all parents, so that they can be properly informed about the complaints process.

This policy is reviewed annually, or before if necessary.

**Signed: S.Hall  
Z.Campbell**

**Date: March 2020**