

# Farrowdale House

INDEPENDENT PREPARATORY SCHOOL

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



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Shaw  
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## Complaints Policy

**This policy applies to the whole school including the EYFS**

**This policy is available on request from the school office and on the school website.**

### Introduction

We strive to provide a good education and pastoral care for all our children. The Headteacher 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.

### Working Day

For the purposes of this procedure, 'working days' shall mean working days during school term time. In the event of a complaint arising during the school holidays, the Headteacher will need to ascertain the exact time required to secure the necessary information and, if there is the need to go beyond this time scale, will inform the parents accordingly in writing.

### 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**

### **Stage 1**

If a parent is concerned about anything 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 Headteacher. The Headteacher considers any such complaint very seriously, and investigates each case thoroughly. Most complaints are resolved by this stage and within 7 working days.

Should any parents have a complaint about the Headteacher, 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.

### **Stage 2**

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 who will respond within 10 working days indicating how the school proposes to proceed.

Once the Proprietor is satisfied that, so far as is practicable, all of the relevant facts have been established, during the course of the investigation, a decision will be made in the relation of the complaint within 10 working days from the date it was received. Parents will be informed of the decision, and the reasoning behind it, in writing.

### **Stage 3**

Where parents are not satisfied with the response or process undertaken at Stage 2, the matter will be referred to a Complaints Panel.

Parents should request a referral to a Complaint Panel by completing the form at the back of this document and return to the Proprietor by email within 5 working days of receipt of the decision at Stage 2 above.

The Proprietor will acknowledge receipt of the Stage 3 complaint and will arrange a hearing before a panel of at least three people not directly involved in the matters detailed in the complaint. The hearing will be scheduled within 20 working days of receiving the complaint and will invite the person making it to attend the hearing, so that s/he can explain the complaint in more detail. If a person does not exercise the right to attend a panel hearing, we will still hold the hearing in conformity with this policy.

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 'working days' notice of the meeting and will allow for them to be accompanied at the panel hearing if they wish. Legal representation is not permitted. Recordings of hearings are not permitted.

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

A copy of any complaint and findings/ recommendations will be held confidentially and made available for inspection in the school by the proprietor and by inspectors on request.

The decision of the Complaints Panel is final.

Following a formal procedure, a written record will be kept of the complaint. Written records of formal complaints must show action taken by the school as a result of these complaints (regardless of whether they are upheld)

When repeated attempts are made by a parent to raise the same complaint after it has been considered at all three stages then we will consider this to be vexatious and outside the scope of this policy.

### **Retention of documents**

We will keep records of formal and panel hearing complaints which do not have any safeguarding implications for a minimum of 7 years. Where there is a safeguarding angle, records will be preserved for the term of the independent enquiry into sexual abuse and at least until the accused has reached normal pension age or for 10 years from the date of the allegation if that is longer.

### **Early Years Foundation Stage:**

- Additional requirements apply for EYFS settings beyond those which apply to the other parts of the school. Written complaints about the fulfilment of the EYFS requirements must be investigated and the complainant notified of the outcome of the investigation within 28 days. The record of complaints must be made available to Ofsted and ISI on request.
- Ofsted: Piccadilly Gate, Store Street, Manchester, M1 2WD [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk) Tel: 0300 123 4666
- ISI, Cap House, 9-12 Long Lane, London, EC1A 9HA [concerns@isi.net](mailto:concerns@isi.net) Tel: 020 7600 0100

### **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.

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.

**Record of complaints: there was 0 written formal complaint in 2021-2022**

**Signed: S.Hall**

**COMPLAINT FORM**

Please complete and return to the Headteacher.

If your concern is specifically about the Headteacher, please complete and return to Ms Hall using the following details: Ms Hall, Farrowdale House School, Farrow Street, Shaw, Oldham, OL2 7AD.

Basic Details

Name of School	
Your name	
Pupil's name	
Relationship to pupil	
Address	
Email address	
Daytime contact number	
Mobile number	

What is your complaint about? Indicate (X) those that apply

	Health and Safety		SEN/D
	Curriculum		School meals
	Staff		School uniform
	Behaviour		Communication
	Other (please state)		

Please give a brief description of your complaint
How have you already expressed your concern to the school? (We cannot investigate your complaint if you have not taken the opportunity to address your concern at an early stage)
What did the school do to address the complaint? ( Who, What, Where, How, When)
Name of the person who originally considered your concern or complaint
What actions will resolve the problem now?

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Signature	
Name	
Date	