

POLY COVER SHEET

COMPLAINTS PROCEDURE

Last Reviewed – January 2022

Next Review – January 2023

Review Information – Annually or following a change in legislation

Read and signed by

Richard White, Chair of Managing Council

Date:

Polwhele House, Truro, Cornwall, TR4 9AE
polwhelehouse.co.uk
01872 273011

Polwhele House
GROWING CORNWALL'S FUTURE



COMPLAINTS PROCEDURE

This is the Complaints Procedure for Polwhele House which includes the Early Years Foundation Stage, Boarding and After School Clubs. It is published on our website for parents of current and prospective pupils as per ISI Guidelines.

Introduction

The school has always prided itself 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.

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 usually contact their child'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 Head.
- Complaints made directly to the Head will usually be referred to the relevant Form Teacher unless the Head deems it appropriate for her to deal with personally.
- The Form Teacher 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 10 term time days or in the event that the Form Teacher and the parent fail to reach a satisfactory resolution then parents will be advised to proceed with their 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 Head. The Head will decide, after considering the complaint (within 10 term time working days or 15 holiday working days), the appropriate course of action to take.
- In most cases, the Head will meet with and speak to the parents concerned, within 5 term time days of receiving the complaint or 15 holiday days, to discuss the matter. If possible, a resolution will be reached at this stage.
- It may be necessary for the Head to carry out further investigations.
- The Head will keep written records of all meetings and interviews held in relation to the complaint.
- Once the Head 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. The Head will also give reasons for her decision.
- If parents are still not satisfied with the decision, they should proceed to stage 3 of this procedure.

Stage 3 – Panel Hearing

- If parents seek to invoke stage 3 (following a failure to reach an earlier resolution) they will be referred to “The Convenor” (The Bursar & Clerk to the Managing Council, Mrs Alison Scobbie) who has been appointed by the Proprietors to call hearings of the Complaints Panel.
- A Complaints Panel will then be appointed on behalf of the Proprietors and one member of the Managing Council will be appointed to liaise with the Convenor in respect of the panel hearing date and process.
- 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 Managing Council. The Convenor, on behalf of the Panel, will then acknowledge the complaint and schedule a hearing which will be convened at 10.00am within 3 Saturdays of the date on which stage 2 of the process has been completed, if all parties are available on that day.
- 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 two 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 usually 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.
- The Panel will write to the parents informing them of its decision and the reasons for it, within 5 term time days of the hearing (although additional time may be required if it is necessary to carry out further investigations following the hearing). The decision of the Panel will be final. A copy of the Panel's findings and recommendations (if any) will be sent by electronic mail or otherwise given to the parents, and, where relevant, the person complained about as well as the proprietor and the Head. A copy of the Panel's findings and recommendations (if any) will also be available for inspection on the School premises by the proprietor and the Head.

Recording Complaints

Following resolution of a complaint, the School will keep a written record of all complaints, whether they are resolved at the informal stage, the formal stage or proceed to a panel hearing and any action taken by the School as a result of the complaint (regardless of whether the complaint is upheld).

At the School's discretion, additional records may be kept which may contain the following information:

- Date when the issue was raised
- Name of parent
- Name of pupil
- Description of the issue
- Records of all the investigations (if appropriate)
- Witness statements (if appropriate)
- Name of member (s) of staff handling the issue at each stage
- Copies of all correspondence on the issue (including emails and records of phone conversations)

Parents can be assured that all concerns and complaints will be treated seriously and confidentially. Correspondence, statements and records relating to individual complaints will be kept confidential except where the Secretary of State or a body conducting an inspection under section 109 of the Education and Skills Act 2008 requests access to them.

Complaints Procedure for Early Years

At Polwhele House we aim to provide the highest quality education and care for all our children. We aim to offer a welcome to each individual child and family and to provide a warm and caring environment within which all children can learn and develop as they play.

We believe children and parents are entitled to courtesy and prompt, careful attention to their needs and wishes. Our intention is to work in partnership with parents and the community generally and we welcome suggestion on how to improve our setting.

Making concerns known:

- Any parent who is uneasy about any aspect of the setting's provision should first of all talk over any concerns and anxieties with the Form Teacher or EYFS Co-ordinator (as stage 1 of School Procedures).
- If this does not have any satisfactory outcome within 10 term time days or if the problem reoccurs, the parent should put their concerns or complaint in writing and request a meeting with the Head. An agreed written record of the discussion should be made. This is linking to the second stage of the School Procedures. Written complaints relating to the fulfilment of the EYFS requirements will be investigated and complainants notified of the outcome within 28 days of having received the complaint. A record of complaints is made available to Ofsted and ISI on request.
- The process moves into stage 3 if required.
- Parents of children in the Early Years Foundation Stage may make complaints direct to Ofsted whose contact details are:

Ofsted
Piccadilly Gate
Store Street
Manchester
M1 2WD
enquiries@ofsted.gov.uk
Telephone: 0300 123 1231

Complaints Procedure for Boarding

In addition to the stages above, parents and boarding pupils may contact the National Care Standards Commission (Care Quality Commission) regarding any complaint concerning their welfare.

Telephone: 03000 616161

Opening hours Monday to Friday: 8.30am – 5.30pm

CQC National Correspondence, Citygate, Gallowgate
Newcastle upon Tyne, NE1 4PA

Pupils are not penalised in any way should their parents make a complaint in good faith. All complaints are documented in writing and any responses made in our complaints folder and kept for seven years. The number of complaints registered under the formal procedure during the preceding school year is available to parents upon request to the Head.

Repeated Complaints

Where repeated attempts are made by a parent to raise the same complaint after it has been considered at all three stages, this can be regarded as vexatious and outside the scope of this policy.

The ISI contact for complaints and appeals is:

ISI, Ground Floor, Cap House, 9-12 Long Lane, London, EC1A 9HA.

Tel: 0207 600 0100.

Parents may contact ISI as the inspectorate concerning EYFS or boarding complaints.

During the academic year 2020-21, there were no formal complaints registered under this complaints procedure.

Created: May 2009

Reviewed: May 2010, July 2011, November 2011 (DM), September 2012
June 2013 (SMT), May 2015, March 2017, January 2018, March 2018, September 2019,
January 2020; September 2021, January 2022

Review date: Annually or following a complaint.

