



COMPLAINTS PROCEDURE

SEPTEMBER 2020-21

THIS POLICY IS APPLICABLE TO ALL PUPILS, INCLUDING THOSE IN THE EARLY YEARS FOUNDATION STAGE. A SEPARATE EYFS SECTION CAN BE FOUND TOWARDS THE END OF THIS POLICY.

INTRODUCTION

The Belvedere Preparatory School prides itself on the quality of teaching and pastoral care provided to pupils. If parents have a complaint, it will be handled 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 contact their child's class teacher who will respond within 48 hours (during term time). In many cases, the matter will be resolved immediately by this means and to the parents' satisfaction.
- If the class teacher cannot resolve the matter alone, it may be necessary for them to consult a member of the Senior Leadership Team (SLT). On certain occasions the concern raised may require investigation, or discussion with others, in which case you will receive an informal but informed response within 48 hours.
- A Complaint made directly to the Deputy Head (Pastoral or Academic) will, in the first instance, be dealt with by the Deputy Head in consultation with appropriate staff. The Deputy Head (or Headmistress on behalf of Deputy Head in case of absence) will contact the complainant within 48 hours (during term time) to discuss the concern.
- A written record will be kept of all concerns and complaints (Blue Class Folders), and the date on which they were received.

If the complainant is not satisfied with the result at Stage 1, they must then contact the school and request that the complaint is escalated to Stage 2.

STAGE 2 - FORMAL RESOLUTION

- If the complaint cannot be resolved informally, then parents should put their complaint, in full, in writing to the Headmistress, who will acknowledge the complaint within 48 hours (during term time).
- The complaint will be logged and dated.
- In most cases the Headmistress will make arrangements to meet parents within five working days of receiving the full written complaint. If possible, a resolution will be reached at this stage and the action the school has taken to resolve the issue will be communicated and recorded.
- It may be necessary for the Headmistress to carry out further investigations.
- The Headmistress will keep 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. A written response

will be communicated within 10 school days (from the date the complaint was received) to the complainant.

- If parents are not satisfied with the Headmistress's decision they should proceed to Stage 3 of this Procedure.

STAGE 3 - PANEL

- If parents seek to invoke Stage 3 (following a failure to reach an earlier resolution), they will be referred to The Belvedere Preparatory School Management Board.
- The panel will be comprised of at least three people who are not directly involved in the matters detailed in the complaint. Where there is a panel meeting of a complaint, one panel member is independent of the management and running of the school.
- The reasons for referring the matter to the Complaints Panel should be itemised in writing by the parents. This must include the substance of the complaint and the parents' views on why the matter has not been resolved satisfactorily at an earlier stage.
- The matter will be referred to the Management Board's Complaints Panel for consideration. The choice of Panel members will be confirmed by the Chair of the Management Board, in response to the nature of the complaint.
- The Chair to the Management Board will acknowledge the complaint and schedule a hearing to take place as soon as practicable (within 10 working days of receipt of the written complaint).
- 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 no later than three days prior to the hearing.
- A parent can attend and be accompanied at the Panel hearing if they wish.
- If the parent wishes to be accompanied, one other person may accompany the parents to the hearing. Legal representation will not normally be appropriate or permitted at this stage.
- If possible, the panel will resolve the parents' complaint immediately without the need for further investigation.
- All parties will be notified of the Panel's decision in writing within three school working days after the date of the hearing.
- Where further investigation is required, the Panel will decide how it should be carried out. After due consideration of all facts considered relevant, the Panel will reach a decision and may make recommendations (within five school working days).
- A copy of the Panel's findings will be sent by electronic mail or otherwise to the complainant and if appropriate, the person who is the subject of the complaint. The findings will also be made available to the Headmistress and the Proprietor. A written record will be kept (for at least three years) of all complaints and will state whether the complaint has been resolved at the preliminary stage or has proceeded to a panel hearing. All 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 108 or 109 of the 2008 Act requests access to them.
- The BPS Board Appeal Hearing is the Final Stage of the school's Complaints process.

A written record will be kept of all complaints whether they were resolved following a formal procedure or proceed to a panel hearing, and action taken by the school as a result of those complaints regardless of whether they were upheld.



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.

Parents should note that, should they wish, they can refer their complaint to The Independent Schools Inspectorate. www.isi.net – 020 7600 0100

THIS SECTION OUTLINES SPECIAL ARRANGEMENTS THAT MUST BE ADHERED TO BY THE BELVEDERE PREPARATORY SCHOOL WITH REGARD TO EARLY YEARS CHILDREN.

EYFS CHILDREN

Parents can make complaints also to the **Independent Schools Inspectorate (ISI)** and **Ofsted**.

INDEPENDENT SCHOOLS INSPECTORATE

Ground Floor
CAP House
9 - 12 Long Lane
London
EC1A 9HA
Telephone 020 7600 0100
Fax 020 7776 8849
www.isi.net

OFSTED

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

Parents can expect to receive notification of the outcome of an investigation 28 days after the complaint has been received by The Belvedere Preparatory School.

The Belvedere Preparatory School will be required to provide both ISI and Ofsted, on request, with a written record of all formal complaints made during a specified period, and the action taken as a result of each complaint.

EYFS PUPILS

The role of the Office for Standards in Education, Early Years Directorate (Ofsted):

- Parents may approach Ofsted directly at any stage of this complaints procedure. In addition, where there seems to be a possible breach of our registration requirements, it is essential to involve Ofsted as the registering and inspection body with a duty to ensure the Welfare Requirements of the Early Years Foundation Stage are adhered to.
- The number to call Ofsted with regard to a complaint is: 08456 1231231

IF A CHILD APPEARS TO BE AT RISK, OUR SCHOOL FOLLOWS THE PROCEDURES SET OUT IN OUR CHILD PROTECTION POLICY.



There have been ZERO complaints registered that were resolved following a formal procedure, or that proceeded to a panel hearing; and as a result, there has been no actions required to have been taken by the school - Academic School Year 2018-2019.

Academic School Year 2019-20: There has been one complaint registered, during the Covid-19 school closure. This complaint is relating to Covid-19 school closure.