

The nature of the Open School Policy and hence good relationships between staff and parents with the interests of the child at their centre means that recourse to a formal complaints procedure is rarely necessary.

A record of all concerns and complaints will be kept, whether resolved immediately or with recourse to the Complaints Procedure. A concern is defined as an issue raised whereby the person raising the concern requires the school to take action.

However, in the event of this open and positive approach not meeting a specific case the following procedure will be followed:

STAGE 1 (Informal)

1. If a parent raises a concern or complaint it should be dealt with informally by the Form Tutor or Nursery Teacher in the first instance.
2. If the matter cannot be resolved it should be informally referred to the Head of Upper School for Preps 2-6, or Head of Lower School for Nursery, Prep Reception and Prep 1.

STAGE 2 (Formal)

1. If no satisfactory conclusion is reached the matter should be referred **in writing** to the Headmistress.

STAGE 3 (Panel)

1. If, after discussion with the Headmistress, the complaint is still not resolved, then recourse is available to the proprietor. Should there be no satisfactory outcome the matter may be referred to an Independent Tribunal. The tribunal will comprise: **The tribunal must consist of three persons not connected with the complaint, one of the panel must be independent from the running and management of the school.**
 - a) A member of the school's Advisory Body;
 - b) The Head of a local Independent school
 - c) School Secretary (as scribe)
 - d) Parent making the complaint
 - e) School Chaplain

The parent may attend the Tribunal accompanied by a friend if so desired. Legal representation will not normally be appropriate.

After hearing all presentations, the Tribunal will make written findings and recommendations, copies of which will be sent to all parties. The decision of the tribunal is final.

- A written record will be kept of all complaints, and of whether they are resolved at the preliminary stage or proceed to a panel hearing.

COMPLAINTS AND RECONCILIATION PROCEDURE



- A written record of the action taken will also be kept.
- In accordance with our EYFS provision, the setting will provide Ofsted (and ISI) on request, with a written record of all complaints made during any specified period, and the action which was taken as a result of each complaint.
- 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 108 or 109 of the 2008 Act, as amended, requests access to them or where any other legal obligation prevails.
- A copy of the findings will be available for inspection by the proprietor and head teacher on the school premises at the end of the Stage 3 panel hearing.

This procedure may need to be followed in conjunction with other school administrative procedures/policies depending on the nature of the complaint.

All complaints will be dealt with within 28 working days (excluding the school's holidays and weekends) from complaint being officially received and noted. Details of any complaints will be kept on file for three years.

In the preceding year, St Christopher's school registered no formal complaints.