



Dated: March 2023

Review Date: March 2024

### **Complaints Procedure**

Manorway Independent School will review this procedure annually and assess its implementation and effectiveness. The procedure will be promoted and implemented throughout the School.

#### **Framework of Principles:**

An effective complaints procedure will:

- Encourage resolution of problems by informal means wherever possible.
- Be easily accessible and publicised.
- Be simple and clear to understand.
- Be impartial.
- Be non-adversarial.
- Allow swift handling within established time limits for action and keeping people informed of progress.
- Ensure a full and fair investigation by an independent person where necessary.
- Respect people's desire for confidentiality.
- Address all the points at issue and provide an effective response and appropriate redress, where necessary.
- Provide information to the School Head Teacher so that services can be improved.

A school complaint is any communication received by a person or persons with a legitimate interest in the school, but not employed at the school, which expresses dissatisfaction about the standard of teaching of members of the teaching staff, or about the conduct, actions, or omissions of members of the teaching or non-teaching staff employed at the school.

Where a complainant is a pupil under the age of 18 years, the complaint may be pursued only by, or on behalf of, the child's parent/carer. Where someone other than a pupil or a parent/carer is pursuing a complaint on his or her behalf, this can be done only with the express consent of the pupil or parent concerned.

### **Complaints Procedure**

#### **Stage 1:**

- Members of staff will allow opportunities for a complaint initially to be made and considered on an informal basis. It is in everyone's interest that complaints are resolved at the earliest possible stage. The experience of the first contact between the complainant and the school can be crucial in determining whether the complaint can be resolved without escalation. The member of staff will ensure the Head/Deputy Head Teacher is informed of the outcome.

If the complainant has difficulty discussing the complaint with a particular member of staff, then the complainant can be referred to the Head/Deputy Head Teacher. Where the complaint concerns the Deputy Head Teacher, the complainant can be referred to the Alternative Provision School Head Teacher. Similarly, if a member of staff feels too compromised to deal with a complaint, the complainant can be referred to the Head/Deputy Head Teacher. The ability to consider the complaint objectively and impartially is crucial.

Informal complaints will be addressed within 2 working days of the complaint being received, with an aim to resolve the complaint within 5 working days.

### **Stage 2:**

If the complainants are not satisfied with the informal approach the complaint should then be made in writing. Complaint forms may be obtained from the school office.

The Head/Deputy Head Teacher may delegate the task of collating the information to another staff member but not the decision on the action to be taken.

The Head/Deputy Head Teacher will:

- Investigate the complaint.
- Discuss the complaint with complainant and resolve it, offering a face-to-face meeting if required.
- Ensure the School Head Teacher is informed of the outcome.
- Respond in writing giving a decision within 14 working days.
- Explain in the letter if there are any rights of appeal and to whom they need to be addressed.

### **Stage 3:**

If the complainant is still unhappy with the way in which the complaint was investigated, they may request for the Complaint/Appeal to be heard by a panel who were not directly involved in previous consideration of the complaint, the timescale for this to be heard would be up to 30 working days. A copy of the complaint will be passed to the panel of no less than 3 suitable adults. The panel will be appointed by the proprietor body and will be led by an independent suitable person who is independent of the management and running of the school. All parties will have their chance to discuss their concerns at this stage. They will be informed of the outcome of the complaint within 14 days of the panel meeting. If the complainant is appealing against a finding, the impartial member, who will act as an independent adjudicator, will refer to this in their final written statement. Parents/Carers are allowed to attend and be accompanied to panel hearings if they wish. The panel will make findings and recommendations, and ensure that the complainant, proprietors' body, head teachers, and, where relevant, the person complained about, are given a copy of any findings and recommendations.

All complaints are kept confidential but are made available to Ofsted/ISI when they inspect. Copies are also made available to the registration authority on request. Written records and their outcomes are kept by Manorway Independent School.

We will make every effort to deal with complaints promptly. Our school aim is to be fair, open, and honest when dealing with any complaint. We aim to resolve any complaints through clear dialogue and mutual understanding.

If a parent/carer is concerned about anything to do with any aspect of a student's schooling at Manorway Independent School, they should in the first instance speak to the student's class teacher. This would be recorded as an informal complaint.

Manorway Independent School Complaints Form

Please complete and return to Ms Candy Mcgough who will forward this to the Head/Deputy Head Teacher, who in turn will acknowledge receipt and explain what action will be taken.

Your Name:.....

Pupil's Name:.....

Your relationship to the pupil:.....

Address:.....

Postcode:.....

Daytime telephone number:.....

Evening telephone number:.....

Please give details of your complaint: What action, if any, have you already taken to try and resolve your complaint? (Who did you speak to and what was the response?)

What actions do you feel might resolve the problem at this stage?

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Are you attaching any paperwork? If so, please give details.....

Signature:.....

Date:.....

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For Official use only

Date acknowledgement sent:.....

By whom:.....

Complaint referred to:.....

Date:.....