



Saint Pierre School,  
16 Leigh Road, Leigh-on-Sea, Essex SS9 1LE

## Complaints Policy/Procedure Including Complaints Form

Policy Owner (Position)	Last Updated By (Name)	Date of Last Review	Date Next Review Due
Headmaster	Mr Peter Lane	September 2020	September 2022

### **Introduction**

We take great care with the quality of the teaching and pastoral care provided to our pupils. However, if parents do wish to make a complaint, they can expect the following procedure to apply.

This policy is applicable to all pupils, including those in the Early Years Foundation Stage.

(COVID changes: any meetings with parents will be held online whilst restrictions are in place)

### **Complaint record from previous academic year (2019/20):**

The school received no formal complaints.

### **Response Times during School Holidays and Closures**

If any time period stated in this document extends into a time where school is closed for more than 3 days, the response period will be increased by 5 working days (providing the complaint is registered during term time). If a complaint is initially registered during a school closure these procedures and time periods may not be started until school re-opens.

In exceptional circumstances where an essential person is unable to respond (such as COVID-19 related absences) time periods may be extended and parents will be informed.

These extended response times are necessary to ensure staff, parents and pupils can be contacted to facilitate and direct a full investigation where necessary.

### **Procedure**

#### **Stage 1 – Informal Resolution**

It is hoped that most complaints will be resolved quickly and informally. If parents have a complaint they should normally contact their child's class teacher in the first instance. In many cases, the matter will be resolved at this level to the parents' satisfaction.

If the teacher cannot resolve the matter alone, it may be necessary for them to consult with a member of the School Senior Leadership Team.

Any complaints made directly to a member of SLT will usually be referred back to the relevant member of staff unless the SLT member considers it more appropriate to deal with the matter personally. Should this be the case, the aim will still be to resolve the matter informally.

Stage 1 complaints will be addressed within 7 working days from the point at which they are received. Where there are reasons which prevent this from happening, the staff member dealing with the complaint will notify the parents and provide an amended time frame.

Should the matter not be resolved informally, despite the teacher's best efforts, then the parents are able to proceed with their complaint in accordance with Stage 2 of this procedure provided they do so within 14 days of the receipt of the Stage 1 attempted resolution (this time period may be extended in exceptional circumstances which have impeded the parent from taking action) .

## **Stage 2 – Formal Resolution**

If it has not been possible to resolve the complaint informally, then the parents should put their complaint in writing to the Headmaster. The Headmaster will decide, after considering the complaint, the appropriate course of action to take including the person to take the lead in any investigation.

The Headmaster will respond to parents within five working days indicating how the school proposes to proceed.

It may be necessary for the Headmaster, or the person taking the lead, to carry out further investigations. If this is the case then written records will be kept of all meetings and interviews held in relation to the complaint.

Once the Headmaster 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 relation to the complaint within 10 working days from the date the complaint was received. Parents will be informed of the decision, and the reasoning behind it, in writing.

Where it is not possible to give a full reply within 10 working days, the Headmaster will notify the parents and provide an amended time frame.

It is expected that a resolution will be reached at this stage and that parents will feel assured that all of their concerns have been fully and fairly considered. If, in extreme circumstances, parents are not satisfied with the process they are able to bring into play Stage 3 of this procedure.

Note: Should a parent wish to raise a complaint about the Head/Principal, they should contact the Proprietor by telephone or writing in the first instance. These complaints will normally be dealt with within 15 working days of receiving the complaint.

If parents are not satisfied with the stage 2 attempted resolution they may proceed to stage 3 provided they do so within 14 days of the receipt of this attempted resolution (this time period may be extended in exceptional circumstances which have impeded the parent from taking action) .

### **Stage 3 – Panel Hearing**

Where the 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 Complaints Panel by writing to the proprietor at the school address.

The request of a panel hearing must be acknowledged immediately (the same day) and the date of a meeting arranged within 7 days of notification that such a meeting has been requested.

The Proprietor will appoint a panel that will consider the complaint within 21 days of such a meeting being requested.

The panel will have at least 3 people on it who are not directly involved in the matters detailed in the complaint, including one person who is independent of the management and the running of the school.

Parents / complainants may, if they wish, be accompanied at a panel hearing.

The panel will also consider the Headmaster's previous written response to the complainant and carry out further investigations and/or interviews as appropriate.

The panel will reach a final decision on the complaint and recommend an appropriate action as quickly as possible, usually within 7 days, but certainly no longer than 14 days after the panel hearing.

The panel will record its findings in writing and the final decision and any recommendations will be sent via email and/or letter to all parties involved. This will be sent out within 21 days of the panel hearing. These findings and recommendations will be available for inspection on the school premises as and when required but kept safely.

Complainants will be notified of the outcome of an investigation within 28 days of having received the complaint.

This exhausts the complaints procedure after the decision has been communicated in writing. The decision of the Complaints Panel is Final.

### **Persistent Correspondence :**

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 the policy.

## Early Years

This policy is compliant with the requirements of the Statutory Framework for the Early Years Foundation Stage. Where parents believe that the school is not fulfilling the requirements of the EYFS they are entitled to raise concerns with either ISI or Ofsted (see below for contact details). All complaints relating to the EYFS are investigated and complainants will be notified of the outcome of the investigation within 28 days of having received the complaint. Where parents do not believe that an early years complaint has been resolved they can raise this with Ofsted via email [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk) or telephone 0300 123 1231. All paperwork with regard to complaints to Ofsted will be kept by the school for 3 years.

## Confidentiality

Parents can be assured that all concerns and complaints will be treated seriously and confidentially. Correspondence, statements and records will be kept confidential. The exceptions to confidentiality are the Secretary of State or an inspection body: The school 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.

## Record of complaints

In the academic year 2019 – 2020, there was no formal complaint lodged.

The period for retaining records of complaints: complaints which do not have safeguarding implications will be retained for a minimum of 7 years. Where there is a safeguarding angle, records concerning allegations of abuse will be preserved for the term of the Independent inquiry into Child Sexual Abuse and at least until the accused has reached normal pension age or for 10 years from the date of the allegation if it is longer.

## Contact details for inspectorates:

The Independent School Inspectorate: CAP House, 9-12 Long Lane, London, EC1A 9HA  
Ofsted: Picadilly Gate, Store Street, Manchester, M1 2WD

## School contact details

Mr. P. Spencer-Lane (Headmaster) / Mr. K. Davies (Proprietor)  
Saint Pierre School,  
16, Leigh Road,  
Leigh-On-Sea,  
Essex.  
SS9 1LE. 01702474164  
Email – [info@saintpierreschool.com](mailto:info@saintpierreschool.com)  
Website – [www.saintpierreschool.net](http://www.saintpierreschool.net)

## Complaint Form

Please complete and return to the Headmaster. If your concern is specifically about the Headmaster, please complete and return to the Proprietor.

<b>Basic details</b>	
Your name	
Pupil's name	
Relationship to the pupil	
Address	
Email address	
Daytime contact number	
Mobile number	

<b>What is your complaint about? Indicate (X) those that apply</b>			
	Health and Safety		SEN/D
	Curriculum		School meals
	Staff		School uniform
	Behaviour		Communication
	Other (please state)		

<b>Please give a brief description of your complaint</b>	
<b>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 earlier stage).</b>	
<b>What did the school do to address your complaint? (Who, What, Where, How, When)</b>	
<b>Name of the person who originally considered your concern or complaint</b>	
<b>What actions will resolve the complaint now?</b>	
<b>Signature</b>	
<b>Name</b>	
<b>Date</b>	