



PARENTAL COMPLAINTS AND GRIEVANCE PROCEDURE

Introduction

Framlingham College pride itself on the quality of the teaching and pastoral care provided to its pupils. However, if parents find that they have cause to complain, they can expect the College to act in accordance with the following policy.

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 normally contact their son/daughter's Tutor (Prep School) or Housemaster/Housemistress (Senior School). In many cases, the matter will be resolved straightaway by this means to parents' satisfaction. If the complaint cannot be resolved, it may be necessary to consult the Senior Deputy (Senior School) or Head of Pastoral Care (Prep School).
- Naturally there will be some concerns where it may be more appropriate to contact the Head of Activities, Sport, Music or Drama in the first instance.
- Complaints made directly to a Head of Department, Senior Deputy, Head of Pastoral Care or the Head will usually be referred to the relevant Tutor or Housemaster/Housemistress unless it is deemed appropriate for it to be dealt with directly.
- The Tutor or Housemaster/Housemistress 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 two weeks or in the event that the Tutor or Housemaster/Housemistress and parent fail to reach a satisfactory resolution then the 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 relevant Head. The Head will decide, after considering the complaint, the appropriate course of action to take.
- In most cases, the Head will discuss the matter with the parents concerned, normally within 5 days of receiving the complaint. If possible, a resolution will be reached at this stage.
- It may be necessary for the Head to carry out further investigations. At this stage the Head will normally consult with the Chair of Governors or their Deputy. Where the complaint has been made to the Head of FCPS, they will also consult with the Head of Framlingham College.
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 practical, 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 his decision. The schools will endeavour to

ensure this process is completed within two weeks during term time but it may take longer in holiday periods.

- If the 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 failure to reach an earlier resolution), they will be referred to the Vice Chair of Governors, who has been appointed by the Governors to appoint review panels.
- The matter will then be referred to the Panel for consideration. The Panel will consist of two Governors plus one person independent of the management or running of the College. Each member of the panel will be appointed by the Vice Chair who will consider any parental comments regarding the composition of the panel but will not be bound by these. None of the members of the Panel will have been directly involved in the matters detailed in the complaint.
- The complaint will be acknowledged within 48 hours and a hearing will be scheduled to take place as soon as practical and normally within 14 days. Availability of parents and Panel members will be taken into consideration when setting a hearing date as far as practically possible.
- 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 2 days prior to the hearing.
- The parents have the right to attend the hearing and may be accompanied by one other person. This may be a relative, teacher or friend. Legal representation is not precluded but will not normally be appropriate.
- The Panel will convene a hearing unless parents indicate prior to the hearing that they are satisfied and do not wish to proceed further.
- If parents decide not to attend a hearing it will normally proceed in their absence in order to consider the complaint issue findings on the substance of the matter.
- 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 the facts they consider relevant, the Panel will reach a decision and may make recommendations.
- Deliberations will be completed and the Panel will write (in hard copy form and/or by email) to the parents informing them of its decision and the reasons for it within 3 days of the Hearing. The decision of the Panel will be final. The Panel's findings and, if any, recommendations will be sent in writing (in hard copy form and/or by email) to the parents, both Heads, the Governors and, where relevant, the person subject to the complaint. A copy of the findings and any recommendations will be made available for inspection on the school premises.

Details of all complaints that reach the formal stage will be retained at the school, together with a record of whether they were resolved at the preliminary stage or after proceeding to a Panel hearing and details of any actions taken by the schools as a result of the complaint, regardless of whether or not they are upheld. Details of the number of complaints received in the preceding school year will be included in this policy document.

Confidentiality

Parents can be assured that all concerns and complaints will be treated seriously and confidentially. Correspondence, statements and records 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, or where any other legal obligation prevails.

Complaints received in 2017/18:

<i>Senior School</i>	–	15
<i>Prep School</i>	–	1

Complaints received in 2018/19:

<i>Senior School</i>	–	3
<i>Prep School</i>	–	2

Complaints recorded above are those made in writing (including emails) under the formal stage of the policy. It should be noted that none of these complaints proceeded beyond stage 2 of our published Complaints Procedure.

Complaints Procedure EYFS

Additional regulatory requirements apply for EYFS settings beyond those which apply to the main school (and which are set out above). These are set out below.

We welcome any comments and suggestions from parents/carers at any time and your child's key worker is always available to talk to about any worries or concerns you may have. We really believe that the best way to help children and families is through regular communication and we are happy to speak to you at any time and to be contacted via e-mail and telephone.

Should you ever have a concern, in the first instance please do speak to your child's Key Worker who will have the most up to date information about your child. If you feel that the situation has not been resolved or your concern is about the Key Worker than please speak to the EYFS Co-Ordinator, Ruth Steggles, who can be contacted via e-mail or by phoning the school office if you have been unable to speak to them in person. They will respond to you within 24 hours during term time with an initial e-mail to arrange a time to discuss the concerns.

We take all complaints seriously and will do our best to resolve them as quickly as possible, any complaint is recorded in our complaints book and any meeting held to discuss the complaint is recorded and kept for future reference. Following an initial meeting to discuss your complaint the EYFS Coordinator will decide on an appropriate course of action. Should the complaint require further investigation this will be done within two weeks of the meeting and you will be informed in writing of the outcome at this stage. If you feel your complaint has not been addressed to your satisfaction it will be referred to the Headmaster for further investigation.

All parents/carers have the right to complain to Ofsted or ISI at any time regarding any aspect of the EYFS provision and the up to date contact details are displayed on the EYFS notice board and can also be found on the ISI and Ofsted websites.

Contact details for Ofsted: 0300 123 1231 or online at www.ofsted.gov.uk/parents. ISI: 020 7600 0100 or email concerns@isi.net