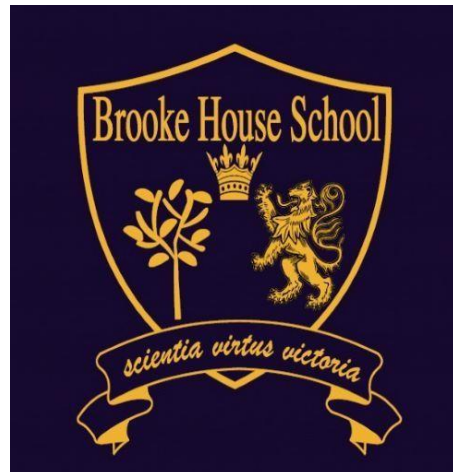


Complaints policy

Brooke House and Brooke Lodge Schools



Approved by: Mrs Joy Parker **Date:** 05/05/21 **Policy to be reviewed:** Every 3 years

APPROVED BY	REVIEW DATE	DESCRIPTION OF CHANGE

Complaints procedure

Brooke House and Brooke Lodge schools aim to respond to complaints as soon as possible. We encourage students, parents and staff to inform us of their concerns whilst they are still minor ones which can be more easily resolved. It is hoped that most concerns and complaints will be resolved quickly and informally.

Students

Students who have concerns or complaints should, in the first instance, talk to their class teacher. If the resolution is more complex, issues may then be passed on to the Principal. A written record will be kept of all significant concerns and complaints, the date on which they were received and the details of the subsequent investigation. Students should always be kept informed, both of how the matter has been investigated and of the resolution.

There should normally be an agreed resolution within 14 days. If parents become formally involved, the procedure described below will apply.

Parents/Guardians – Stage 1: Informal Resolution

Parents who have any concerns or complaints should normally contact the teacher concerned, in the first instance, whether by letter, telephone, or in person. Staff will always liaise closely with the Principal when dealing with parental concerns or complaints. We will endeavour to acknowledge such letters or telephone calls within 7 days (excluding weekends and holidays) of their receipt and to inform parents of how we intend to investigate the matter.

A written record will be kept of all complaints including the date received, the name of the person dealing with the complaint, and the details of the action taken.

A letter and email will always be written to parents as a 'closure', indicating how the issue has been dealt with and what the outcome is. In the event of a failure to reach a satisfactory resolution, parents will be advised to pursue their complaint in accordance with the Stage 2 procedure set out below.

Stage 2: Formal Resolution

Parents, whose complaint has not been resolved by the Stage 1 process, should put their complaint formally in writing to the Principal. The Principal will decide, after considering the complaint, the appropriate course of action to take. Normally the Principal will meet with the parents to discuss the complaint within 7 working days of receiving it.

The Principal will then carry out any necessary further investigations. Written records of all meetings and interviews held in relation to the complaint will be maintained. Once the Principal 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 of this decision in writing. The Principal will also give reasons for the decision. If 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 a failure to reach an earlier resolution), the Principal can call a hearing of the complaints panel. The matter will then be referred to the complaints panel for consideration. The panel will consist of at least three persons not directly involved in the matters detailed in the complaint, one of whom is independent of the management and running of the school. Each of the panel members shall be appointed by the Principal. The Principal, on behalf of the panel, will then acknowledge the complaint and schedule a hearing to take place as soon as practicable and within 21 days. 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 seven days prior to the hearing. The parents may be accompanied to the hearing by one other person. This may be a relative, friend or teacher. Legal representation will not normally be appropriate. If possible, the panel will resolve the parents' complaint immediately, without the need for further investigations.

Where further investigation is required, the panel will decide how it should be carried out. After due consideration of all facts they consider relevant, the panel will reach a decision and may make recommendations, which it shall complete within seven days of the hearing. The panel will write to the parents informing them of its decision and the reasons for it. The decision of the panel will be final. The panel's findings, and if any

recommendations are made will be sent in writing to the parents, the Principal, and where relevant, the person about whom the complaint was made.

Parents can be assured that all concerns and complaints will be treated seriously and confidentially; Safeguarding and GDPR is our top priority. Correspondence, statements and records will be kept confidential except in as far as is required of the school by the Independent Schools Standards 2019, where disclosure is required in the course of the school's inspection; or where any other legal obligation prevails.

Dealing with complaints from staff

We encourage staff to inform us of any concerns they may have immediately. It is hoped that most concerns and complaints will be resolved quickly and informally.

See the following policies:

- Staff grievance policy
- Staff disciplinary policy
- Capability of staff policy