



Complaints Policy

| Date | Review Date | Headmistress | Proprietor |
|---------------|---------------|---------------|---------------|
| November 2021 | November 2022 | Zoe Sylvester | Brian Berkery |

This policy should be read alongside all the Broadhurst School's policies and procedures especially with regard to the overarching Safeguarding and Staff Behaviour Code of Conduct Policy and Procedures.

The policy applies to all staff employed in the school, volunteers, parents and the Advisory Board.

INTRODUCTION

At Broadhurst School, we aim to provide a high quality of education and care for all of the children, welcoming each individual child and their family. We believe that children and parents are entitled to courtesy and careful attention given to their needs and wishes. Any concerns or complaints regarding the School will be treated quickly and appropriately and will be thoroughly investigated. By working in partnership with our families, most complaints can be resolved easily and informally at an early stage.

For the purpose of our Complaints Policy and procedures the term 'parents' includes guardians. The procedure does not apply to parents of prospective pupils and it does not cover exclusions. The complaints procedure does apply to past pupils if the complaint was initially raised when the pupil was still registered.

For parents of current children wishing to make a concern or a complaint, the following procedures apply:

STAGE 1 – INFORMAL RESOLUTION

- 1) If parents have a concern or wish to make a complaint they should speak to their child's Class Teacher or Assistant Teacher whichever is most appropriate. In many cases, the matter will then be resolved to the parents satisfaction. If the Class Teacher or Assistant Teacher cannot resolve the matter alone, it may be necessary for him/her to consult the Headmistress, Mrs Zoe Sylvester or Deputy Headmistress, Miss Danica Belzer.
- 2) Staff members will make a written record of all concerns and complaints, if appropriate, and the date on which they were received.
- 3) Should the matter not be resolved or if the Class Teacher and the parent fail to reach a satisfactory resolution, parents will be advised to proceed with their complaint in

accordance with Stage 2 of the complaints procedure. At this point, the concern will become an official complaint and will be recorded and logged as such.

- 4) All complaints, at this initial stage, will be dealt with by telephone, email or letter within 5 working days.
- 5) Any complaints about the Headmistress must go to the Proprietor Mr Brian Berkery.

STAGE 2 – FORMAL RESOLUTION

- 1) If the concern cannot be resolved on an informal basis, parents should put their points in writing to the Headmistress. This should contain full written details of the nature of the complaint, any relevant documents and full contact details. It would be very helpful if parents could also indicate what they envisage as the desired outcome.
- 2) In most cases, the Headmistress will meet or speak to the parents' concerned following receipt of the complaint to discuss the matter. If possible, a resolution will be reached at this stage, normally within 10 term-time working days of receiving and acknowledging the complaint.
- 3) It may be necessary for the Headmistress to carry out further investigations. This may be decided at the first meeting or during communication with the parents. If, however the Headmistress decides to carry out investigations before meeting the parents, they will be informed of this following the receipt of the complaint. In this instance a meeting with parents will take place as soon as is convenient for all parties involved.
- 4) The Headmistress will keep written records of all meetings and interviews held in relation to the complaint. These will be filed in the concerns and complaints file.
- 5) Once the Headmistress is satisfied that, so far as is practicable, all the relevant facts have been established, a decision will be made and parents will be informed of this decision in writing, normally within 20 term-time working days of the start of the stage 2 process.
- 6) The Headmistress may also give reasons for her decision. If parents are not satisfied with the decision, they should then proceed to Stage 3 of this process.

STAGE 3 – PANEL HEARING

- 1) If parents seek to invoke Stage 3 (following a failure to reach an earlier resolution), they will be referred to the Proprietor, Mr Brian Berkery.
- 2) 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 shall be independent of the management and running of the school. The Proprietor shall appoint each of the panel members. They will then acknowledge the complaint and schedule a hearing to take place as soon as practicable. It will normally take ten working days to arrange the panel. The panel will carry out any investigation it deems appropriate and will aim to send findings to the complainant parent, normally within a further ten term-time working days.
- 3) The independent panel member will be a person who has held a position of responsibility and is used to analysing evidence and putting forward balanced arguments.

- 4) If the panel deems it necessary, it may require that further details of the complaint or any related matter be supplied in advance of the hearing; copies of such details should be supplied to all parties prior to the hearing.
- 5) The parents may attend the panel hearing and may be accompanied by a relative, teacher or friend. Legal representation will only be permitted if the Chair considers it appropriate. Should they decide to be so represented they shall inform the Chair at least seven days before the date set for the Panel Hearing that that is their intention. If the complainant(s) choose to be legally represented the Chair will notify the other parties of that decision to enable them to have legal representation at the Panel Hearing should they so wish.
- 6) If possible, the panel will resolve the parents' complaint immediately without the need for further investigation.
- 7) A copy of the findings and recommendations of the panel will be provided to the complainant and to the person complained about if relevant. This may be via email, post or direct hand over.
- 8) A copy of the findings and the recommendations of the panel will be available for inspection on the school premises by the Proprietor and the Headmistress.

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. 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 any recommendations will be sent by email, post or directly handed over to the parents, the Headmistress and the Proprietor. Where relevant, these findings will also be shared with the person the complaint is about.

Parents should also note the following:

The school is required following the introduction of the Early Years Foundation Stage Statutory Framework to inform parents that they may make a complaint to Ofsted and/or ISI - info@isi.net (please see <http://www.ofsted.gov.uk/schools/for-parents-and-carers/how-complain>) in respect of the schools EYFS provision, should they wish to do so and that a record of any such complaint would be kept for at least three years. Their contact details are listed at the end of this policy.

CONFIDENTIALITY

Parents can be assured that all concerns and complaints will be treated seriously and confidentially. Correspondence, statements and records will be kept confidential. Records will remain confidential except where the Secretary of State, the body conducting an inspection or where any other legal obligation prevails.

RECORD KEEPING

Records will be held in the Concerns and Complaints file. This will indicate the resolutions and whether the complaint has proceeded to the panel hearing. All records, statements and correspondence will be held confidentially for a period of at least three years.

Parents and guardians can be assured that all concerns and complaints will be treated seriously and confidentially. Correspondence, statements and records will be kept confidential except if required by the Secretary of State for Education, where disclosure is required in the course of a school inspection, or where any other legal obligation prevails.

This policy is made available to parents on our website www.broadhurstschool.com and it is also available on request from the school office.

The number of Stage 2 or 3 complaints registered under the formal procedure during the last three years was 0.

CONTACT DETAILS

Headmistress

Mrs Zoe Sylvester
Broadhurst School
19 Greencroft Gardens
London NW6 3LP
Email: zsylvester@broadhurstschool.com
Tel: 020 7328 4280

Proprietor

Mr Brian Berkery
19 Greencroft Gardens
London NW6 3LP
Email: bberkery@broadhurstschool.com
Tel: 020 7328 4280

ISI

Independent Schools' Inspectorate (ISI)
CAP House, 9 - 12 Long Lane,
London EC1A 9HA
Telephone: 0207 600 0100

Ofsted

Piccadilly Gate, Store Street
Manchester M1 2WD
Free Phone: 0300 123 1231
email: enquiries@ofsted.gov.uk

DfE

The DfE have a Contact Us form on their website to use when communicating with them.
<https://www.education.gov.uk/help/contactus/dfe> 03700002288

Child Protection

If parents or students are concerned that a student may be at risk of harm, please see the Safeguarding Policy for details on how to contact the relevant person.

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| Headmistress: | | Date: | |
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