



## Complaints Policy

### 1 Introduction

- 1.1 We believe that our school provides a good education for all our children, and that the Headmistress and other staff work very hard to build positive relationships with all parents. However, the school is obliged to have procedures in place in case there are complaints by parents. The following policy sets out the procedure that the school follows in such cases.
- 1.2 If any parent is unhappy with the education that their child is receiving, or has any concern relating to the school, we encourage that person to talk to the child's class teacher immediately.
- 1.3 This policy is applicable to all pupils, including those in the EYFS. The policy is available on the school website and on request from parents.

### 2 Aims and Objectives

- 2.1 Our school aims to be fair, open and honest when dealing with any complaint. We give careful consideration to all complaints and deal with them as swiftly as possible. We aim to resolve any complaint through dialogue and mutual understanding and, in all cases, we put the interests of the child above all other issues. We provide sufficient opportunity for any complaint to be fully discussed and then resolved.

### 3 The Complaints Process

#### Informal Stage

- 3.1 If a parent is concerned about anything to do with the education that we are providing at our school, they should, in the first instance, discuss the matter informally with their child's class teacher. Most matters of concern can be dealt with in this way. All teachers work very hard to ensure that each child is happy at school, and is making good progress; they always want to know if there is a problem, so that they can take action before the problem seriously affects the child's progress. Parents should expect a response within seven days.
- 3.2 Where a parent feels that a situation has not been resolved through contact with the class teacher, or that their concern is of a sufficiently serious nature, they should make an appointment to discuss it with the Headmistress. The Headmistress considers any such complaint very seriously and investigates each case thoroughly. Most complaints are normally resolved at this stage. Parents should expect a response within seven working days (this does not include school holidays).
- 3.3 Should a parent have a complaint about the Headmistress, s/he should first make an informal approach to one of the Directors, by making an appointment to discuss it with the Director. The Director will do all he can to resolve the issue through dialogue with the School, but if a parent is unhappy with the outcome, s/he can make a formal complaint in writing (not by email), as outlined below.
- 3.4 Parents should expect a response within 28 working days (this does not include school holidays).





### Formal Stage

- 3.5 Only if an informal complaint fails to resolve the matter should a formal complaint be made to the Board of Directors. This complaint must be made in writing (not by email), stating the nature of the complaint and how the school has handled it so far. The parent should send this written complaint to Mr Mark Redsell, nominated by the Board of Directors via the school office. The formal letter will be scanned and sent via email to **mark.redsell@iesmail.com** parents should expect will receive a response within 28 working days (this does not include school holidays).

### Panel Hearing Stage

- 3.6 Where a parent is not satisfied with the response to the complaint made a Director must make provision for a hearing before a panel appointed by the Chairman of IES on behalf of A for E Ltd. and consisting of at least three people who are not directly involved in the matters detailed in the complaint.
- 3.6 The Chairman must ensure that where there is a panel hearing of a complaint, one panel member is independent of the management and running of the school. The panel must consider all written complaints within three weeks of receipt and the hearing must be held within a month from the date of receipt. The panel must do all they can at this stage to resolve the complaint to the parent's satisfaction.
- 3.7 The parent or parents making the complaint may be accompanied at a panel hearing if they wish.
- 3.8 The findings and recommendations made by the panel should be:
- Sent by electronic mail or otherwise given to the complainant and where relevant the person complained about
  - Available for inspection on the school premises by the proprietor and the Head Teacher
- 3.9 A written record must be kept of all complaints and whether they are resolved at the preliminary stage or proceed to a panel hearing. 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 2008 Act requests access to them.
- 3.10 Number of formal complaints received in
- 2013 to 2014 - Two
  - 2014 to 2015 - Nil
  - 2015 to 2016 - Nil
  - 2016 to 2017 - Three
  - 2017 to 2018 - Four





**4 Monitoring and Review**

- 4.1. The Directors monitor the complaints procedure, in order to ensure that all complaints are handled properly. The Headmistress logs all complaints received by the school and records how they were resolved. A Director examines this log on an annual basis, but Directors are kept fully informed of any complaints.
- 4.2 Directors take into account any local or national decisions that affect the complaints process, and make any modifications necessary to this policy. This policy is available to all parents, so that they can be properly informed about the complaints process.
- 4.3 The record of complaints must be kept for at least three years
- 4.4 Parents have a right to ask for the number of complaints in the previous academic year
- 4.5 Parents may approach OFSTED/ISI directly at any stage of this complaints procedure. In addition, where it is deemed that there is a breach of the setting’s registration requirements, it is essential to involve Ofsted, as the registering and inspection body, who has a duty to ensure the EYFS requirements are met.

**ISI**

CAP House  
 9 – 12 Long Lane  
 London  
 EC1A 9HA  
 Email: [concerns@isi.net](mailto:concerns@isi.net)  
 020 7600 0100  
 020 7710 9900

**OFSTED**

Complaints Investigation and Enforcement Team (CIE)  
 Piccadilly Gate  
 Store Street  
 Manchester  
 M1 2WD  
[www.ofsted.gov.uk/onlinecomplaints](http://www.ofsted.gov.uk/onlinecomplaints)

Ofsted is a regulatory body: [www.ofsted.gov.uk](http://www.ofsted.gov.uk)

When Reviewed	Reviewed by
26.9.14	ISI Inspector/KAK
11.10.16	KAK/PH
16.5.17	KAK
19.6.18	KAK





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