



**St Christopher's School
(including the EYFS, Before and After School Care)**

Complaints Procedure

St Christopher's School has always prided itself on the quality of the teaching and pastoral care provided to its pupils. If parents do have a complaint they can expect it to be dealt with by the School in accordance with this procedure, which will be applied throughout the School including the EYFS and Before and After School Care. Anonymous complaints will not be investigated under this procedure unless there are exceptional circumstances.

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 child's class teacher or lead nursery teacher. In most cases, the matter will be resolved immediately by this means to the parents' satisfaction. If the class teacher/nursery group leader cannot resolve the matter alone, it may be necessary for him/her to consult the Headteacher.
- The class teacher, lead nursery teacher or Headteacher, if the latter is the first point of contact, will make a written record of all concerns and complaints which have not been resolved immediately and the date on which they were received. Should the matter not be resolved within 5 school days, or in the event that the class teacher/nursery group leader and the parent(s) fail to reach a satisfactory resolution, 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, the parents should put their complaint in writing to the Headteacher. After considering the complaint, the Headteacher will decide the appropriate course of action to take.
- In most cases the Headteacher will speak to and/or meet with the parent(s) concerned, normally within 5 school days of receiving the complaint, to discuss the matter. If possible, a resolution will be reached at this stage.
- It may be necessary for the Headteacher to carry out further investigations.
- Once the Headteacher is satisfied that, so far as practicable, all the relevant facts have been established, a decision will be made and parents informed of this decision in writing. The Headteacher will also give reasons for his/her decision.
- The Headteacher will keep written records of all meetings and interviews held in relation to the complaint for at least 3 years, and will, upon request, provide ISI with a written record of all complaints made during a specified period and the action taken.
- If the complaint is about the Headteacher, parents should put their complaint in writing to the Chair of Governors, who will follow a similar procedure to that set out above.
- If the parents are still not satisfied with the decision, they should invoke Stage 3 of this procedure within 5 days of receiving the Headteacher's / Chair of Governors' written decision.

Stage 3 – Appeal to Panel Hearing

- If, following a failure to reach an earlier resolution, parents seek to invoke Stage 3, they will be referred to the Clerk to the school's Board of Governors, who has been appointed by the Board to convene hearings of the Complaints Panel.
- Parents should request a referral to the Complaints Panel by completing the form attached to this procedure.
- The matter will then be referred to the Complaints Panel for consideration. The Panel will consist of at least three people not directly involved in the matters detailed in the complaint, two of whom will be Governors and the third of whom will be independent of the management and running of the school. Each of the Panel members shall be appointed by the Board of Governors. The Clerk to the Board of Governors on behalf of the Panel, will then acknowledge the complaint and schedule a hearing to take place as soon as practicable, normally within 15 school days or no more than 20 days if the complaint is made during a school holiday period.
- 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 the Clerk not later than 3 days prior to the hearing.
- The parent(s) may be accompanied to the hearing by a relative, teacher or friend. As the Panel will not normally have legal representation, it would not be appropriate for the complainant to be accompanied by a legal representative.
- If possible, the Panel will resolve the parents' complaint immediately without the need for further investigation.
- A written summary of the proceedings will be taken by the Clerk.
- If further investigation is required, the Panel will decide how it should be carried out. After due consideration of all facts it considers relevant, the Panel will reach a decision and may make recommendations, which it shall normally do within 10 days of the hearing. If this timetable cannot be adhered to, the parents will be informed in writing by the Panel of the reasons for the delay. 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 recommendations, if any, will be sent in writing to the parents, Headteacher, Governors and, where relevant, the person against whom the complaint has been made.
- A copy of any complaint and findings/recommendations will be held confidentially and made available for inspection in the school by the inspectors on request.

Parents can be assured that all concerns and complaints will be treated seriously and confidentially. Correspondence, statements and records relating to individual complaints will remain confidential except in so far as it is required of the School 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.

Fulfilment of EYFS Requirements

Written complaints about the fulfilment of the EYFS setting requirements will be investigated and the complainant notified of the outcome of the investigation within 28 days. The record of complaints will be available to OFSTED or the ISI on request. Where parents do not believe

that an Early Years complaint has been resolved they can raise this with OFSTED via enquiries@ofsted.gov.uk or by telephone 0300 123 1231 or the Independent Schools Inspectorate whose details may be found below

The number of complaints for the preceding year is available by request from the School Office.

Contacting an independent agency

Parents of children in the Early Years Foundation Stage (Nursery, Pre-Nursery and Reception) are also at liberty to contact the following direct if they do not wish to follow the School's Complaints Procedure:

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

This Complaints Procedure applies to past pupils if the complaint was initially raised when the pupil was still registered at the School. It does not cover exclusions unless the School indicates otherwise (please refer to the Exclusion Policy).

Adopted by the Governing Body

Signed *H Crossley*
Mrs H Crossley
Chair of Governors

Signed *A C Thackray*
Mrs A C Thackray
Headteacher

Reviewed May 2018
Previous review June 2017
Next review June 2020



St Christopher's School

Complaint Form

Please complete and return to the Headteacher

If your concern is specifically about the Headteacher, please complete and return to The Chair of Governors, St Christopher's School, 6 Downs Road, Epsom, KT18 5HE. Please mark Private and Confidential.

Your Details	
Your Name	
Pupil's Name	
Relationship to Pupil	
Address	
Email address	
Daytime contact number	
Mobile number	

What is your complaint about? Indicate (x) for those that apply			
Health & Safety	<input type="checkbox"/>	SEN/D	<input type="checkbox"/>
Curriculum	<input type="checkbox"/>	School Meals	<input type="checkbox"/>
Exclusion	<input type="checkbox"/>	School uniform	<input type="checkbox"/>
Behaviour	<input type="checkbox"/>	Communication	<input type="checkbox"/>
Staff	<input type="checkbox"/>	Other (please state)	<input type="checkbox"/>

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

Signature	
Name	
Date	