



**MERCHANT  
TAYLORS'  
SCHOOLS**

For Boys and Girls  
aged 4 to 18 years

# Parents' Complaint Policy

**Parents' Complaint policy**

Author: Executive Team

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## **PARENTS' COMPLAINTS PROCEDURE**

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### **Introduction**

The Schools have long prided themselves on the quality of the teaching and pastoral care provided to its pupils. However, parents may occasionally raise a concern or a complaint. The Schools make no distinction between parental concerns and parental complaints. Any matter about which a parent of a pupil is unhappy and seeks action by the school is a complaint and parents can expect it to be treated by the Schools in accordance with this Procedure.

### **Stage 1 – Informal Resolution**

#### **Level 1**

- 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 Form Teacher/Tutor. In many cases, the matter will be resolved straightaway by this means to the parents' satisfaction. If the Form Teacher/Tutor cannot resolve the matter alone, it may be necessary for him/her to consult the Group Tutor/Head of School.
- The Form Teacher/Tutor or Group Tutor/Head of School 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 7 working days or in the event that the Form Teacher/Tutor or Group Tutor/Head of School and the parent fail to reach a satisfactory resolution, then parents will be advised to proceed with their complaint in accordance with stage 2 of this Procedure.

### **Stage 2 – Formal Resolution**

#### **Level 2**

- If the complaint cannot be resolved on an informal basis, then the parents should put their complaint in writing to the Head or speak to her/him in person. The Head will decide, after considering the complaint, the appropriate course of action to take.
- In most cases, the Head will speak to the parents concerned, within 7 working days (term time senior schools) and within 28 working days (MTJB and MTPS) of receiving the complaint, to discuss the matter. If possible, a resolution will be reached at this stage.
- It may be necessary for the Head to carry out further investigations.
- The Head will keep written records of all meetings and interviews held in relation to the complaint. The complaints record will also record the action taken by the school as a result of these complaints, noting whether the complaint was resolved by a formal procedure or whether it proceeded to a panel hearing.

- Once the Head 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 Head will also give reasons for his/her decision and whether the matter has been resolved following a formal procedure, or whether it should proceed to a panel hearing. He/she will also include details of any action taken by the school as a result of these complaints (regardless of whether they are upheld).
- If parents are still not satisfied with the decision, they should proceed to Stage 3 of this Procedure.

### **Stage 3 – Panel Hearing**

### **Level 3**

- If parents seek to invoke Stage 3 (following a failure to reach an earlier resolution), they will be referred to the Director of Finance and Operations (DFO) who has been appointed by the Governors to call hearings 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 shall be independent of the management and running of the Schools. Each of the Panel members shall be appointed by the Board of Governors. The Director of Finance and Operations (DFO), on behalf of the Panel, will then acknowledge the complaint and schedule a hearing to take place as soon as practicable and within 21 working 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 not later than 5 days prior to the hearing.
- The parents may be accompanied to the hearing by one other person. This may be a relative, teacher or friend. Legal representation will not normally be appropriate.
- 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 facts they consider relevant, the Panel will reach a decision and may make recommendations, which it shall complete within 7 working days (term time) 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 will be sent in writing to the parents, the Head, the Governors and, where relevant, the person complained about. The findings

and recommendations of the panel will be available for inspection by the governing body and the Head.

Parents can be assured that all concerns and complaints will be treated seriously and confidentially. Correspondence, statements and records will be kept confidential except in so far as is required of the Schools by Part 6 Paragraph 2) of the Education (Independent Schools Standards) Regulations 2010 (revised 2013); where disclosure is required in the course of the Schools' inspection; or where any other legal obligation prevails.

### **Additional Requirements for EYFS**

1. Written complaints must be investigated and the complainant notified of the outcome of the investigation within 28 days. The record of complaints must be available of Ofsted and ISI on request

ISI Contact Details

t: 02076000100

e: concerns@isi.net

Ofsted Contact Details

t: 0300 123 4666

e: enquiries@ofsted.gov.uk

2. Schools must notify parents about an inspection once they have been notified. Once the final inspection report has been provided, it must be supplied to parents of children who attend the setting regularly

All complaints received will be reviewed regularly by the Senior Management Teams in order to analyse trends and identify any patterns which may be present.

Parents can request information on the number of complaints registered at Levels 2 and 3 during the preceding school year.

*Reference: Independent Schools Inspectorate Handbook for the Inspection of Schools – The Regulatory Requirements October 2017*