



## Parental Complaints Procedure (including for the Early Years Foundation Stage)

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### Introduction

Ravenscourt Park Preparatory School will take every step to ensure the quality of teaching and pastoral care provided to its pupils. If a parent of a pupil is unhappy and seeks action by the School, he/she should raise the concern or complaint at the earliest opportunity. For the purposes of this procedure, concerns and complaints are treated equally and referred to as 'complaints'.

This procedure follows guidelines set out by the Independent Schools Inspectorate (ISI) and Early Years Foundation Stage (EYFS) statutory requirements.

Initial complaints by parents will be taken seriously and parents are encouraged to speak to their child's class teacher as soon as an issue is of concern to them so that it can be resolved informally. A formal complaint is defined as any issue that cannot be resolved by the process of Informal Resolution as outlined in Stage 1.

Members of staff will try to resolve issues promptly and they will log all complaints received, whether verbal or written. The School will follow the procedure as set out below:

### Stage 1. Informal Resolution

- It is hoped that most complaints and concerns will be resolved quickly and informally.
- Parents should normally contact their son/daughter's class teacher in the first instance. In many cases, the matter will be resolved straightaway by this means to the parents' satisfaction. If the class teacher cannot resolve the matter alone, it may be necessary for him/her to consult a Subject Leader, Head of Section or Deputy Head.
- Complaints made directly to a Subject Leader, Head of Section, Deputy Head or the Head will usually be referred to the relevant class teacher unless the Subject Leader, Head of Section, Deputy Head or the Head deems it appropriate for him/her to deal with the matter personally.
- The class teacher will make a written record of all concerns and complaints and the date on which they were received and pass a copy to the appropriate Head of Section. Should the matter not be resolved or in the event of the class teacher and parent failing to reach a satisfactory resolution within ten working days, 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, then parents should put the complaint in writing to the Head. The Head will decide, after considering the complaint, the appropriate course of action to take.



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- In most cases the Head will meet or speak to the parents concerned, normally within five working 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 Head to carry out further investigations.
- Once the Head is satisfied that, so far as practicable, all of the relevant facts have been established, a decision will be made and the parent will be informed of this decision in writing. The Head will also give reasons for his decision.
- Complainants must, under EYFS statutory requirements, be advised of the outcome any investigation within 28 days. Contact details for Ofsted and ISI are listed at the end of this policy and these organisations are notified of complaints upon request.
- If parents are still not satisfied with the decision, they should proceed to Stage 3 of this Complaints Procedure.

#### **Stage 3. Complaints Panel**

- Provision will be made for a hearing before a Panel. The Panel will be appointed within 5 working days of the complainant's request to proceed to Stage 3. The hearing will then take place within a further 5 working days of the panel being appointed.
- At least three people who were not directly involved in previous consideration of the complaint will be appointed by the school's proprietors (Gardener Schools Group Limited) to sit on the Panel. One of these Panel members will be independent of the management and running of the school.
- Parents will be allowed to attend and be accompanied to the Panel hearing if they wish. This may be a relative, teacher or friend. Legal representation will not normally be appropriate. If the parents do wish to be accompanied by a legally qualified person, acting in their professional capacity, they should notify the School at least two working days before the hearing.
- The panel will make findings and recommendations. The panel will ensure that the complainant, proprietors, Head and, where relevant, the subject of the complaint, are given written copies of these. Alternatively, the findings and recommendations may be sent by electronic mail. The findings and recommendations will be given to the relevant parties within 5 working days following the hearing.
- The whole formal resolution process must not take longer than 21 working days. This period would be measured from the initial request for formal resolution by the Complaints Panel to the issuing of the Panel's findings and recommendations.
- Complainants must, under EYFS statutory requirements, be advised of the outcome of any investigation within 28 days.



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### Record Keeping and Confidentiality

- Written records will be kept of all complaints and their outcomes for three years, whether they were resolved at the informal stage, whether the complaint was submitted in writing or whether they proceeded to a panel hearing.
- The number of formal complaints received in the previous year is recorded at the end of this document.
- All correspondence, statements and records of complaints and their outcomes will be kept confidential except where the Secretary of State or a body conducting an inspection under section 162A of the Education Act 2002, as amended, requests access to them or where any other legal obligation prevails. Ofsted/ISI may request records of all complaints made during a specified period and the actions taken as a result of each complaint.
- The school recognises the mutual benefit to be gained from open and honest communication. We acknowledge parents' entitlement to raise concerns and we hope to work with you in the best interests of the children whom you have placed in our care.



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**Number of Formal Complaints 2013 – 2014:** None

**Number of Formal Complaints 2014 – 2015:** None

**Number of Formal Complaints 2015 – 2016:** None

**Number of Formal Complaints 2016 – 2017:** None

#### Independent Schools Inspectorate and Ofsted

- If you wish to make a complaint to ISI about the school, you can write directly to:  
Durell Barnes, Head of Communications,  
Independent Schools Inspectorate,  
CAP House,  
9-12 Long Lane,  
London EC1A 9HA  
  
or email [durell.barnes@isi.net](mailto:durell.barnes@isi.net).
- If you wish to make a complaint to Ofsted about the school, you can contact their helpline on 0300 123 1231 or textphone number 0161 618 852 or request advice by email on [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk). You may also write to:  
Enquiries,  
Ofsted  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

**AUTHOR:** Headmaster

Agreed by the Board of Directors and made available to parents on the website.

This policy is available in large print format on request to the School Office.

**UPDATED:** September 2017

**REVIEW DATE:** September 2018