

## **Bickley Park School**

### **Complaints Policy**

#### **Introduction**

Bickley Park staff aspire to provide a top quality education for the school's pupils and to do everything possible to ensure they develop into confident, well-adjusted young men. However, if parents do have a complaint about any aspect of the workings of the school, they can expect it to be treated seriously by the School in accordance with this policy. The School is required under the Education (Independent School Standards) Regulations 2014 to make the policy known to all parents.

#### **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 son's Form Teacher (FT). In most cases, the matter will be resolved straightaway by this means, to the parents' satisfaction. If the FT cannot resolve the matter, it may be necessary for parents to consult an Assistant Head (AH). The Prep and Pre-Prep Department each have two AHs, one in charge of pastoral care and the other in charge of academic progress.

Complaints made directly to an AH will usually be referred to the Head Master (HM) unless he deems it appropriate to deal with the matter personally. Concerns relating to child protection must be referred directly to the HM, unless the concern relates to him, in which case the HM should be contacted. Safeguarding concerns are dealt with under safeguarding arrangements and not the complaints policy.

The FT will make a written record of all concerns and complaints and the date on which they were received. Records will also be kept of the outcomes of the complaints and how it was resolved. Should the matter not be resolved then parents will be advised to proceed with their complaint to the next stage of this procedure.

The school will aim to resolve complaints and concerns as swiftly as possible. Where further investigation is required, this will be completed within no more than 5 working days before a decision is made and parents are informed.

#### **Stage 2 - Formal Resolution**

If the complaint cannot be resolved on an informal basis, then the parents should put their complaint, in a letter, to the HM, who will decide, after considering the complaint, the appropriate course of action to take. The parent should also state, at this point, what outcome they hope to achieve as a result of their complaint.

In most cases, the HM will meet with or speak to the parents concerned, within 7 working days of receiving the complaint, to discuss the matter. If possible, an agreement will be reached at this stage.

It may be necessary for the HM to carry out further investigations. The HM will keep written records of all meetings and interviews held in relation to the complaint.

Once the HM is satisfied that, so far as is practicable, all of the relevant facts have been established, a decision will be made, within 5 working days of his carrying out further investigations, and parents will be informed of this decision in writing. The HM will also give reasons for his decision.

If parents are still not satisfied with the decision, they should proceed to the final stage of this Procedure.

### **Stage 3 - Panel Hearing**

If parents seek to invoke Stage 3 (following a failure to reach an earlier resolution), they will be referred to the Bursar, 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 3 persons, one of whom must be independent of the management and running of the school. The panel member independent of the Board will sign a non-disclosure agreement as they will be privy to confidential information.

The panel members will be appointed by the Governors and the Panel will then acknowledge the complaint and schedule a hearing to take place as soon as practicable and within 15 working days.

If the Panel deems it necessary, it may require that further particulars of the complaint, or any related matters, be supplied in advance of the hearing. Copies of such particulars shall be supplied to all parties not later than 3 working 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, whose name must be provided to the Bursar at least 48 hours prior to the hearing.

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 10 working days of the Hearing. The Panel will write to, or email, the parents (and, where relevant, to the person complained about) 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 Headmaster and the Governors.

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 school by paragraph 25(k) of the Education

(Independent Schools Standards) Regulations 2010; where disclosure is required by the Secretary of State for Education or in the course of the school's inspection; or where any other legal obligation prevails.

N.B. For the purposes of this document, a 'working day' falls between Monday and Friday.

Parents must respond to the Chairman within 14 days of the panel hearing to confirm their acceptance of the verdict, or otherwise. If no response is received, it is assumed that the verdict has been accepted.

However, if, after the panel hearing, parents are still not satisfied with the outcome, they may refer their concerns to either;

ISI  
CAP House  
9-12 Long Lane  
London  
EC1A 9HA

or Ofsted  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD  
Tel: 0300 123 1231

[info@isi.net](mailto:info@isi.net)

[enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)

Tel: 020 7776 8849

A written record is kept of complaints where a parent is not satisfied with the response to a complaint dealt with on an informal basis and submits a formal complaint in writing. A written record is kept of whether the complaint is resolved following a formal procedure or whether it proceeds to a panel hearing. A written record is also kept of any action taken by the school as a result of these complaints, regardless of whether they are upheld.

Correspondence, statements and records relating to individual complaints are kept confidential except when the Secretary of State or a body conducting an inspection under section 108 or 109 of the 2008 Act requests access to them.

For the number of formal complaints received in the previous school year, please contact the school office.

This policy also applies to the Early Years Department. Written complaints about the fulfilment of EYFS requirements will be investigated within 28 days. The record of complaints will be made available to Ofsted and ISI on request.

<b>Author</b>	PW	
<b>Date Approved</b>	February 2017	Chairman: MH
<b>Date Approved</b>	February 2017	Headmaster: PW
<b>Date for Next Review</b>	February 2019	

## Complaint Form

Please complete and return to  
acknowledge receipt and explain what action will be taken.

who will

**Your name:**

**Pupil's name:**

**Your relationship to the pupil:**

**Address:**

**Postcode:**

**Day time telephone number:**

**Evening telephone number:**

**Please give details of your complaint.**

**What action, if any, have you already taken to try and resolve your complaint.  
(Who did you speak to and what was the response)?**

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**What actions do you feel might resolve the problem at this stage?**

**Are you attaching any paperwork? If so, please give details.**

**Signature:**

**Date:**

**Official use**

**Date acknowledgement sent:**

**By who:**

**Complaint referred to:**

**Date:**