

# **Egerton Rothesay School Complaints Procedure**

## **Introduction**

Whilst the school aims to make excellent provision for its pupils, it is inevitable that a concern or complaint will arise from time to time. When this does occur it is hoped that a resolution can be found quickly and informally. However, if this does not prove possible, this document outlines the processes which the school will follow to address the complaint.

This document is made available to existing parents of the school through publication on the school's website. Additionally, at least once each year the school will write to parents informing them of the school policies, including the Complaints Procedure, which are available to them in printed format and how to request these.

Prospective parents will be made aware that this procedure is available to them via the school's website and literature.

An existing parent who has a concern or complaint will normally contact their son/daughter's Class Teacher/ Form Tutor in the first instance. In many cases, the matter will be resolved straightaway and satisfactorily. However, if the Class Teacher/ Form Tutor is not able to resolve the matter alone, they will consult their Base Leader. On most occasions, the involvement of the Base Leader will be sufficient to address the matter. However, if this is not possible, the Base Leader will begin Stage 1 of the complaints procedure.

## **Stage 1: Informal Resolution**

The Base Leader will make a written record of the complaint or concern and the date on which the record is made. Summary details of the complaint will be entered into the Register of Complaints which is held in the Headteacher's office.

The Base Leader will then seek to resolve the issue within five working days (to allow for holidays and weekends). In certain cases the Headteacher may also meet with the parent in order to successfully resolve the issue at this stage. A record of actions taken as a result of the complaint or concern will be kept by the Base Leader. The Base Leader will record the outcome and whether a successful resolution was achieved in the Register of Complaints.

Should the matter not be resolved within five working days or in the event that the Base Leader and the parent fail to reach a satisfactory resolution, the parent is advised to put their complaint in writing to the Headteacher. Receipt of the complaint in writing by the Headteacher will initiate Stage 2 of this procedure.

## **Stage 2: Formal Resolution**

On receipt of the complaint in writing, the Headteacher will note it as a Stage 2 complaint in the Register of Complaints.

The Headteacher will seek to meet with the complainant within five working days of receipt of the complaint and will seek to resolve the complaint within five further days of the meeting. In some cases a telephone or email conversation may take the place of a meeting. In the case of an email conversation, the Headteacher will seek to resolve the complaint within five days of receipt of the first email sent by the complainant as part of the conversation.

The Headteacher will keep a written record of meetings and conversations held in relation to the complaint. Once satisfied that the relevant facts have been established, the Headteacher will make a decision and parents will be informed of this decision in writing together with reasons for the decision. The Headteacher will record the outcome and whether a successful resolution was achieved in the Register of Complaints.

Should the matter not be resolved within five working days following the meeting or conversation, or in the event that the Headteacher and the parent fail to reach a satisfactory resolution, the parent is advised to put their complaint in writing to: **The Chair of Governors c/o Egerton Rothesay School, Durrants Lane, Berkhamsted, HP4 3UJ**. Receipt of the complaint by the Chair of Governors will initiate Stage 3 of this procedure.

### **Stage 3: Panel Hearing**

On receipt of the complaint in writing, the Chair of Governors will ensure that it is noted as a Stage 3 complaint in the Register of Complaints.

The Chair of Governors will make arrangements for a hearing to take place before a Panel of at least 3 people. These people will be appointed by the Chair of Governors. The hearing will take place within 15 working days of the receipt of the complaint (at stage 3).

The Panel will consist of three people who were not directly involved in the matters detailed in the complaint. At least one Panel member will be independent of the management and running of the school. Examples of people likely to be suitable for this role are: members of the clergy, serving or retired business people, civil servants, heads or senior members of staff at other schools, people with a legal background and/ or retired members of the police force. One member of the Panel will be appointed to chair the hearing.

The parent (complainant) will be invited and encouraged to attend the hearing and they may be accompanied by another person of their choice.

The Panel will hear from the complainant, the Headteacher and others as appropriate. If it is possible, the Panel will resolve the complaint immediately without the need for further investigation. However, if 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 will complete within five working days of the hearing. The decision of the Panel will be final. A record of the outcome will be recorded in the Register of Complaints with any recommendations and actions to be taken.

The chair of the Panel will ensure that a copy of the findings and recommendations will be:

- Provided to the complainant and, where relevant, the person/ people about whom the complaint has been made.
- Available for inspection on the school premises by the Chair of Governors and the Headteacher.

### **Written Records**

A written record will be kept of all complaints, from Stage 1 onwards and of the stage at which they were resolved. This is regardless of whether the complaint is upheld or not.

**Confidentiality**

All correspondence, statements and records relating to individual complaints will be kept confidential except where the Secretary of State or a body conducting an inspection under section 109 of the 2008 Act requests access to them.

**Review**

This procedure will be reviewed annually.

Procedure approved by: Alison Walker  
(on behalf of Governing Body)  
Date:12.09.24

Next Review (latest):September 2025

**Complaints Procedure  
Appendix****The Number of Registered Complaints 2023-2024**

The number of complaints registered under Stage 2 (Formal) for the school year 2023-24 was **one**.