

# Complaints Policy

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## Fairley House School

17<sup>th</sup> October 2018

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<b>Named person responsible for review</b>	Headmaster

[www.fairleyhouse.org.uk](http://www.fairleyhouse.org.uk)

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## **Complaints Policy**

### **Introduction**

The School prides itself on the quality of the teaching and pastoral care provided to its pupils. However, if complaints do arise they will be dealt with in accordance with this Procedure.

Parents can be assured that all concerns and complaints will be treated seriously and confidentially.

### **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/daughter's teacher. In many cases the matter will be resolved straightaway by this means to the parents' satisfaction. If the teacher cannot resolve the matter alone, it may be necessary for him/her to consult the Headmaster.
- Complaints made directly to the Head will usually be referred to the relevant teacher unless the Head deems it appropriate to deal with the matter personally.
- The teacher 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 five working days or in the event that the teacher and 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**

- If the complaint cannot be resolved on an informal basis, then the parents should put their complaint in writing to the Headmaster. The Headmaster will decide, after considering the complaint, the appropriate course of action to take.
- In most cases, the Headmaster will write to, meet with or speak to the parents concerned, normally within two working days of receiving the complaint. If possible, a resolution will be reached at this stage.
- It may be necessary for the Headmaster to carry out further investigations either initially or following the contact with parents.
- The Headmaster will complete a pro-forma with all actions taken in relation to the complaint. Any complaints made to the Headmaster are kept on file.
- Once the Headmaster 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 Headmaster will also give reasons for the decision.
- If parents are still not satisfied with the decision, they should proceed to Stage 3 of the Procedure.

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

- If parents seek to invoke Stage 3 (following failure to reach an earlier resolution), they will be referred to the Convenor (School Bursar/Board of Governor), the person who has been appointed by the Governors to call hearings of the Complaints Panel.
- 2. 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 School. Each of the Panel members shall be appointed by the Governors. The Panel Convenor, on behalf of the Panel, will then acknowledge the complaint and schedule a hearing to take place as soon as possible and normally within twenty-eight days.
- 3. If the Panel deems it necessary, it may require that further particulars of the complaint or any related matter be supplied to all parties not later than seven days prior to the hearing.

- 4. 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.
- 5. If possible, the Panel will resolve the parents' complaint immediately without the need for further investigation.
- 6. Where further investigation is required, the Panel will decide how it should be carried out. and make findings and recommendations, which it shall complete within fourteen days of the hearing. A copy of those findings and recommendations will be provided to the complainant and, where relevant, the person complained about.
- 7. All findings and recommendations will also be available for inspection on the school premises by the proprietor and the Head teacher.

A written record will be kept of all complaints that are made detailing: whether they are resolved following a formal procedure, or proceed to a panel hearing ~ action taken by the school as a result of those complaints (regardless of whether they are upheld)

Number of complaints during 2016/2017 = 1

All correspondence, statements and records relating to individual complaints are to 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. The decision of the Panel will be final