

The Chelsea Group of Children

The Hall
Waynflete Street
London
SW18 3QG

COMPLAINTS POLICY

This policy has been written for	All staff, parents, volunteers, students
Copies of this policy may be obtained from	The Chelsea Group of Children website http://chelseagroup.co.uk As a hard copy on request from the School office. On the School Dropbox File Sharing facility for staff only
This policy links with the following policies	Safeguarding, Record Keeping, Staff Handbook,
Participants and consultees in the formulation of this policy were	Director, Headteacher, other staff
Edition, review frequency and dates	This edition (November 2015) This policy is due to review every 2 years Due for review (November 2017)
Relevant statutory guidance, circulars, legislation and other sources of information	Useful links: https://www.gov.uk/complain-about-school/private-schools https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/346867/School_Complaints_Toolkit_2014.pdf
The Lead Member of staff is	Headteacher
Definitions and key terms used in this policy	CGC – Chelsea Group of Children Dropbox – the CGC electronic file sharing facility for staff
Appendices Standard Operating Procedures (SOP'S)	Complaints form
The aim of this policy	To provide guidelines and procedures for making a complaint
Procedures and Practices	An Ofsted Consultant provides regular visits to evaluate our practice and give guidance to continually improve working practices and standards

What Constitutes a Complaint?

A complaint is an expression of dissatisfaction with a real or perceived problem. It may be made about the school as a whole, the leadership or about an individual member of staff. A complaint is likely to arise if a parent, child or staff member believes that the school has done something wrong, or failed to do so something that it should have done, or acted unfairly.

Parents, children and staff can be assured that all concerns and complaints will be treated seriously and confidentially. The school is here for your child and you can be assured that your child will not be penalised for a complaint that you or your child raises in good faith. The school's comprehensive Safeguarding Policy should be referred to for all child protection complaints or allegations. The staff Handbook should be referred to for all staff complaints.

INFORMAL:

It is hoped that most complaints and concerns will be resolved quickly and informally. These informal complaints can be quickly dealt with at a brief meeting, by telephone or email communication and should not require a formal letter of complaint.

Parents, children or staff should first make their complaint known to the Head Teacher if the complaint relates to the teaching of their child or the work. In many cases, the matter will be resolved straightaway to the parents', staffs 'satisfaction. If the matter cannot be resolved it may be necessary to consult the Director.

The person who receives the complaint 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 days or in the event that the person receiving the complaint and the parents fail to reach a satisfactory resolution then parents will be advised to proceed with their complaint in accordance with Stage 2 of this procedure.

If a complaint relates to the Head Teacher then a written complaint should be submitted to the Director and the procedure below will be managed by the Director

The Director of school, Head Teacher and staff will try to deal with specific complaints in an informal manner and resolve them quickly and sensitively.

FORMAL:

If the complaint cannot be resolved on an informal basis, you will be given the contact details of the School's Investigating Officer.

The complaint must be in writing and sent either to the School's Investigating Officer, who is independent of the running of the school or to the Director of the school. The Investigating Officer will conduct an investigation independent of the school to try to settle the complaint.

When you make a complaint under the procedure, you will be asked to document the details of the incident so that the Investigating Officer and all other parties are clear about the nature of your complaint.

In most cases, School's Investigating Officer will contact the individual concerned, normally within 7 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 School's Investigating Officer to carry out further investigations.

The Director will keep written records of all meetings and interviews held in relation to the complaint. Once the Director 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. All written complaints will be investigated and complainants notified of the outcome of the investigation within 28 days of the School having received the complaint.

If the individuals involved are still not satisfied with the decision, they should proceed to Stage 3 of this procedure, which is a panel hearing.

Panel Hearing

If parents seek to invoke Stage 3, if not satisfied with the action taken by the Director, the matter should be referred to the Head Teacher who will either consider the complaint and the action taken by the Director, or will convene the School Complaints Panel to consider the matter.

If a hearing of the Complaints Panel is called, the Panel will consist of three persons not directly involved in the complaint. This will normally be the Head Teacher, a member of the Senior Management Team and a third person independent of the management or running of the school. The Head Teacher, on behalf of the Panel, will then acknowledge the complaint and schedule a hearing to take place as soon as practicable and normally within 14 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 normally not later than 3 days prior to the hearing.

The parents may attend the hearing and be accompanied to the hearing by one other person if they wish. This may be a relative, teacher or friend. Legal representation will not normally be appropriate.

If possible, the Panel will resolve the parents' complaint 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 make findings and may make recommendations.

The Panel will write to the parents informing them of its decision and the reasons for it, as soon as possible following the hearing. This appeal Panel Hearing stage will be completed within a further 28 days of the previous investigation if the appeal is lodged during term-time, and as soon as practicable during holiday periods. The decision of the Panel will be final. A copy of the Panel's findings and recommendations (if any) will be sent by electronic mail or otherwise given to the parents, and, where relevant, the person complained about as well.

In the event that a complainant wishes to make a complaint against the Head Teacher and the Director, the complaint will be heard by a panel of two members of the school's Senior Management Team and a third member who is not directly involved in the management and running of the school. No members of this panel will have been involved in the previous consideration of the complaint. The school's solicitor or his representative will be present at the meeting convened by this panel. Parents may also attend this meeting and may be accompanied should they wish.

Timeframe for Dealing with Complaints

All complaints will be handled seriously and sensitively. They will be acknowledged within five working days if received during term time and as soon as practicable during holiday periods. It is in everyone's interest to resolve a complaint as speedily as possible.

The school's target is to complete the first two stages of the procedure within 28 days if the complaint is lodged during term-time and as soon as practicable during holiday periods.

The Chelsea Group of Children will investigate all Stage 2 written complaints relating to the requirements under the Statutory Framework and notify complainants of the outcome of the investigation within 28 days of having received the complaint.

	<p>Stage 3, if necessary, will be completed within a further 28 days of Stage 2, if the appeal is lodged during term-time and as soon as practicable during holiday periods.</p> <p>Recording Complaints</p> <p>Following resolution of a complaint, the school will keep a written record of all complaints and whether they are resolved at the preliminary stage or proceed to a panel hearing. At the school’s discretion, additional records may be kept which may contain the following information:</p> <ul style="list-style-type: none"> • Date when the issue was raised • Name of parent • Name of pupil • Description of the issue • Records of all the investigations (if appropriate) • Witness statements (if appropriate) • Name of member (s) of staff handling the issue at each stage <p>Copies of all correspondence on the issue (including emails and records of phone conversations)</p> <p>Correspondence, statements and records relating to individual complaints will be kept confidential except to the extent required by paragraph 25(3)(g) of Schedule 1 to the Education (Independent Schools Standards) (England) Regulations 2010, by the Secretary of State or where disclosure is required by the ISI under Section 162A of the Education Act 2002 (as amended), or under other legal authority.</p> <p>There have been no Formal Complaints within the past year.</p> <p>Ofsted:</p> <p>Email: enquires@ofsted.gov.uk</p> <p>Tel. 0300 123 1231</p>
Persons with particular responsibilities	Headteacher – Jessica Duemler Genevieve King – Complaints officer
Other participants and Stakeholders	Parents, students, staff
Monitoring and Evaluation	A review of Complaints Policy will take place every two years in time of the commencement of the new academic year.

COMPLAINT FORM

Please complete and return to THE HEAD TEACHER who will acknowledge receipt and explain what action will be taken.

Your name:

Pupil's name:

Your relationship to the pupil:

Address:

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)?

Signature:

Date:

Official use

Date acknowledgement sent:

By who: