



Ripley Court School



33a Full Complaints Procedure

This policy is applicable to parents of all pupils currently attending Ripley Court, including those in the EYFS.

The Governors recognise that, despite best endeavours, some issues will arise that cannot be simply and informally resolved by conversation with the teachers or the headmaster. They have established these internal procedures to deal with complaints. This procedure is available on the school website or sent to parents on request. A summary is provided in the Parent's Handbook. This procedure does not apply to the staff, who have a separate complaints procedure known as a grievance procedure.

This procedure is only available for parents whose children are at this school. Where children have left the school before a complaint has been raised or who have not yet started, complaints will be dealt with directly by the headmaster and not by this procedure.

Records of all complaints will be kept on children's files, and serious complaints also in a central register.

Stage 1

The normal method of broaching concern about an issue at Ripley Court would be to make informal contact directly with the member of staff concerned or with the Headmaster. This may be done verbally, in writing, by email or by interview, and the school's intention and endeavour is to deal with such issues within 5 school days.

Stage 2 – Formal

On some occasions the response may not satisfy the complainant. In this case, the renewed complaint should be addressed in writing to the Headmaster. If the Headmaster was the initial recipient of the complaint and his response does not satisfy the complainant, the complaint may be lodged with the school.

Such, now serious, complaints will be promptly forwarded to the Chairman of Governors or, in his absence, the Vice-chairman or another member of the Board of Governors. One member of this board will be nominated to review the complaint and to respond to the complainant within fifteen (15) school days.

Stage 3 – Appeals – Formal

The governors have an Appeals procedure for clients not happy with the decisions made in Parts 1 or 2 above, or those who wish to appeal against a serious disciplinary decision, such as a suspension or an expulsion.

The Governors have set an objective to respond to all complaints within fifteen (15) school days, and where there is urgency (for example with cases of exclusion) to complete the process within five (5) school days.

The appeal will be heard before an Appeals Committee consisting of two people not previously involved in the complaint and a third party co-opted by the Board at that time who is independent of the running and management of the school. The complainants may attend this appeal, with representatives, if they wish. The panel may require written or oral depositions from the parties concerned, the headmaster or any other member of staff concerned.

The results of the deliberations of that committee will be final.

For Formal complaints, a written record of the findings will be kept and will be available for inspection by the Chairman of Governors and the Headmaster and will reflect:

- whether the complaint had been resolved following the procedure
- whether the complaint proceeded to an Appeal's panel hearing
- any action taken by the school as a result of these complaints whether or not the appeal was upheld.

A copy of the record will be sent to the complainants and any person about whom the complaint has arisen.

A copy will be kept on the school premises. All records are to be kept as confidential to the above, the Secretary of state, or a body conducting an inspection that requires access to them under part 7 paragraph 33 of the Education (Independent Schools Standards) regulations 2014.

A written summary record of the complaint is also kept in the complaints book in the Headmaster's office.

At the time of last review there had been 1 stage 2 complaint in the previous year.