



The Chartwell Group

COMPLAINTS POLICY

The Chartwell Group is committed to handling complaints in a professional and helpful manner, striving to achieve resolutions that are in the best interests of all pupils. The Headteacher and Manager hope that most concerns can be satisfactorily made and considered on an informal basis. The procedure for making a complaint to the School is as follows.

1. Any parent who has cause for complaint should make it known initially on an informal level with the Headteacher, Manager, Class teacher or Teaching Assistant. This can be done by speaking with the teaching staff in person or via telephone or email. If parents prefer, the matter can be placed in writing. All concerns will be dealt with immediately and feedback given to parents. Most issues can be resolved if addressed promptly and the Head and staff welcome this contact.

2. Parents who remain dissatisfied or feel they have a serious grievance and who wish to make a formal complaint, are asked to write formally to the Headteacher. The complaint will be acknowledged within 24 hours and a response given within five working days in writing. The Manager will be informed of all formal complaints and the action taken.

3. If the issue is not resolved to the parents' satisfaction, a written complaint should be sent to the proprietors of the school. This will be acknowledged within 24 hours and the proprietors will make a formal response within 10 working days.

4. Where the parents are not satisfied with the response to the complaint, the proprietors will make provision for a hearing before a panel of three persons who have not been involved in the matter detailed in the complaint and in compliance with the Education (Independent School Standard) Regulations 2010. One person on the panel will be independent of the management and running of the school. The proprietor will be responsible for the appointment of the Panel. The parents will be given seven days notice of the date of the hearing. The process should be completed within 28 days of acknowledging the complaint. Parents and the person being complained about may attend the hearing and may be accompanied. The panel will make findings and recommendations. The complainant, the Headteacher, if applicable, and where relevant the person complained about, will receive a copy of any findings and recommendations within two working days of the hearing. A copy of these will be available for inspection on the school premises. If there is a problem the Headteacher will inform those concerned within two working days that there will be further consideration or a delay.

Written records will be kept of all complaints, informal or formal, including whether they are resolved at the preliminary stage or at a hearing for at least three years. The written record of all complaints is reviewed regularly by the Headteacher. Complaints are resolved either to the complainant's satisfaction, or with an otherwise appropriate outcome which balances the rights and duties of pupils.

The correspondence, statements and records of complaints are to be kept confidential except in so far as where a body conducting an inspection under section 162 of the Education Act 2002, or the Secretary of State, requests access to the records or other documents involved in the complaint.

The School may be required to declare the number of complaints registered under the formal procedure during the previous year to parents of pupils or prospective pupils and on request to the Chief Inspector, the Secretary of State or a body approved under section 163(1) (b) of the Education Act 2002.

Ofsted and, or, ISI will, on request, be provided with a written record of all complaints made during a specific period and the action taken as a result of each complaint.

Parents of pupils can also contact Ofsted on 08456 404040 or the Independent School's Inspectorate (ISI) on 020 7600 0100 to make a complaint should they so wish.

The School will notify complainants of the outcome of an investigation within 28 days of having received the complaint and will provide Ofsted and ISI on request, a written record of all complaints made during any specified period, and the action which was taken as a result of each complaint.