



Keble School Complaints Procedure

Introduction

Keble has long prided itself on the quality of teaching and pastoral care provided to its pupils. However, if parents of pupils or prospective pupils do have a concern or complaint, they can expect it to be treated by the School in accordance with this procedure. This document applies also to parents of boys in the Reception Class who come under the Early Years Framework. The procedures set out below may be adapted as appropriate to meet the policy aims and circumstances of each case. Certain of the procedures can only be carried out during term time.

Separate procedures apply in the event of a child protection issue or if the Headmaster permanently excludes or asks parents to remove a pupil and the parents seek a Governors' Review of that decision.

We aim to resolve any complaints in a timely manner. Timescales for each stage are set out below in the relevant paragraphs.

Stage 1 - Informal Resolution

It is hoped that most concerns and complaints will be resolved quickly and informally.

If parents have a **concern** they should notify the school at the earliest opportunity, by contacting their son's **Form Teacher**.

Similarly, if parents have a **complaint** they should, in the first instance, contact either the **Head of Junior School** or the **Deputy Headmaster**.

(In all cases, however, parents can contact the Headmaster directly if they so wish.)

A written record will be made of all concerns and complaints and the date on which they were received. In many cases the Form Teacher/Head of Junior School/Deputy Headmaster will be able to resolve the matter informally to the parents' satisfaction.

Should the matter not be resolved within 7 working days, or in the event that Form Teacher/Head of Junior School/Deputy Headmaster and the 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.

In most cases, the Headmaster will arrange to meet the parents concerned, normally within 10 working 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 Headmaster to carry out further investigations, in which case he will appoint a senior member of staff to investigate and report back to him in writing.

The Headmaster will keep written records of all meetings and interviews held in relation to the complaint.

Once the Headmaster is satisfied that, so far as is practicable, all 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 his decision.

If parents are still not satisfied with the decision, they should proceed to Stage 3 of this Procedure by writing to the Clerk to the Governors at the School's address within 10 working days of receiving the Headmaster's decision.

Stage 3 - Panel Hearing

If parents seek to invoke Stage 3 (following a failure to reach an earlier resolution), they will be referred to the Chairman of the Governing Body's' Complaints Panel, who has been appointed by the Governors to call hearings of the Complaints Panel.

The matter will then be referred to the Complaints Panel for consideration. The Panel will consist of three persons; two Governors not directly involved in the matters detailed in the complaint, and one person who shall be independent of the management and running of the School. Each of the Panel members shall be appointed by the Board of Governors. The Chairman of the Panel will then acknowledge the complaint and schedule a hearing to take place as soon as practicable and normally within 15 working days of the referral. The Panel and the complainant will agree a mutual convenient but binding timetable of events.

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 not later than 3 working days prior to the hearing.

The parents may be accompanied to the hearing by one other person. This may be a relative, teacher or friend. It is not necessary for that person to be legally qualified but if you do wish to be accompanied by a legally qualified person, acting in their professional capacity, please notify the School at least seven days prior to the hearing.

If possible, the Panel will resolve the parents' complaint at the hearing without the need for further investigation. Where further investigation is required, the Panel will decide how it should be carried out and determine appropriate timescales. After due consideration of all the facts it considers relevant, the Panel will reach a decision and make their recommendations. The Panel will inform in writing the Headmaster and Governors, the person complained about (where relevant) and will write formally to the parents informing them of its decision by electronic mail or letter within 10 working days. The decision of the Panel, which will also be available for inspection on the School premises by the Governors and the Headmaster, will be final.

Parents can be assured that all concerns and complaints will be treated seriously and confidentially. Correspondence, statements and records will be kept confidential except in so far as is required of the School by section 162A of the 2002 Education Act, as amended, where disclosure is required in the course of the School's inspection; or where any other legal obligation prevails. All Records of complaints, including whether they were resolved at the preliminary stage or proceeded to a Panel Hearing, will be kept for at least three years.

Parents of boys in the Reception class can also make their complaint to Ofsted and/or the Independent Schools Inspectorate using the information below. Ofsted and/or ISI will usually expect parents to have followed the School's formal complaints procedure before contacting them:

Ofsted

Ofsted National Business Unit
Royal Exchange Building
St Anne's Square
Manchester M2 7LA
Helpline: 08456 404040
Website: www.ofsted.gov.uk/parents

ISI

Independent schools Inspectorate
CAP HOUSE
9-12 Long Lane
London
EC1A 9HA
Tel 020 7600 0100