



## ALPHA PREPARATORY SCHOOL COMPLAINTS PROCEDURE

This policy relates to the whole school, including the Early Years Foundation Stage (EYFS).

Alpha Preparatory School takes pride in the quality of the teaching and pastoral care provided to its pupils. However, if parents do have a complaint, they can expect it to be treated by the school in accordance with this procedure.

### Stage 1 – Informal Resolution

- Many complaints can be dealt with quickly and informally, and in the first instance, parents should contact the Form Teacher or Subject Teacher via the homework diary or by contacting the school office to see if the matter can be resolved.
- Complaints made directly to the Headmaster will usually be referred to the relevant member of staff, unless the Headmaster feels it is appropriate to deal with the matter personally.
- Should the member of staff and parent fail to reach a resolution, within 10 school days, then the parent may wish to proceed to 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, explaining their concern and the steps that have led up to taking this course of action.
- In most cases, the Headmaster will meet or speak to the parents concerned as soon as possible, but within 10 school days, and if possible, a resolution will be reached at this stage.
- If this is not possible to reach an early resolution, it may be necessary for the Headmaster to carry out further investigations, or to appoint another member of staff, usually the Deputy Head, to investigate on his behalf.
- Confidential written records will be kept of meetings and interviews held in relation to the complaint.
- 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 the decision and the reasons for it in writing within 10 school days.
- If parents wish to appeal the decision, they may proceed to Stage 3 of this procedure.

### **Stage 3 – Chair of Governors and/or Panel Hearing**

- If parents wish to appeal the decision, they should set out their complaint in writing and the grounds for their appeal to the Chair of Governors, Ms Karen Brookes, within 10 school days of the outcome of Stage 2 to request a hearing before the Complaints Panel. The documents of complaint should be placed in a sealed envelope, marked 'Confidential – Chair of Governors', which can be handed to members of the office staff. An email with the subject line, 'Confidential – Chair of Governors' can also be sent to [sec@alpha.harrow.sch.uk](mailto:sec@alpha.harrow.sch.uk)
- The Chair of Governors will acknowledge your complaint in writing within 10 school days of receipt.
- The Chair of Governors may wish to deal with the complaint herself. If this does not happen the Chair of Governors will appoint a Complaints Panel, which will consist of at least three persons not directly involved in previous consideration of the complaint, including one person who is independent of the management and running of the school and will schedule a hearing within 14 days of acknowledging your complaint.
- If the Panel deem it necessary, it may require further particulars of the complaint or any related matter in advance of the hearing. Copies of such particulars should be supplied to all parties not later than 7 days before the hearing.
- If parents wish, they may be accompanied to this meeting by one other person. This may be a relative, teacher or friend. Legal representation will not normally be permitted.
- If possible, the Panel will resolve the complaint immediately without the need for further investigation. Where further investigation is required, the Panel will decide how it will be carried out.
- After considering all the facts, the Panel will reach a decision and may make recommendations. The Chair of Governors will provide the parents, (and where relevant, the person complained about), with a copy of the Panel's decision and recommendations, if any, within 14 days of the decision being made and, unless impractical to do so, within a period of 28 days of the hearing taking place.
- A copy of the findings and recommendations will also be made available on the school premises for inspection by the Governing Body and the Headmaster.
- The Panel's decision is final.

### **Early Years Foundation Stage (EYFS)**

This policy also applies to the EYFS provision, to which the following apply:

- A record of EYFS complaints are kept for at least three years
- Parents may complain to Ofsted or ISI if they believe that the school is not fulfilling the EYFS requirements (Ofsted may be contacted on 0300 1234 234 and ISI on 020 7600 0100) Complainants will be notified of the outcome of an investigation within 28 of receiving the complaint

- The school will provide Ofsted/ISI, upon request, with a written record of all complaints in its EYFS setting during any specified period, and the action that was taken about each complaint.

### **Additional Information**

The school wishes to work in partnership with parents for the benefit of our children. Parents can be assured that all concerns and complaints are treated seriously and confidentially. Correspondence, statements and records relating to complaints will be kept confidential, except where any legal obligation prevails, such as in the course of a school's inspection.

The school will keep a written record of formal complaints, whether they were resolved at the preliminary stage or proceeded to a panel hearing and action taken as a result of the complaint. Correspondence, statements and records relating to individual complaints will be kept confidential, except to the extent required by paragraph (k) of Schedule 1 to the Education (Independent Schools Standards) (England) Regulations 2014, by the Secretary of State or a regulatory body conducting an inspection under section 109 of the 2008 Act requests access to the documents.

During the academic Year 2023 - 2024 there was 1 complaints at Stage 2 and 1 complaint at Stage 3.