

## **PROBLEMS & COMPLAINTS POLICY**

Brockwood Park School regards relationships with parents as very important, and aims for open and easy communication between home and school. It also aims to provide teaching and pastoral care of the highest order. If, however, parents do have a complaint, they can expect it to be treated by the school in accordance with this procedure.

### **Stage 1 - Informal Resolution**

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

- If parents have a complaint they should normally contact the appropriate member of staff - tutor, subject teacher or floor staff. Complaints made directly to the Co-Principals will usually be referred to the relevant tutor, subject teacher or floor staff. In many cases, the matter will be resolved straightaway by this means to the parents' satisfaction.
- If the tutor, subject teacher or floor staff cannot resolve the matter alone, it may be necessary for him/her to consult the Co-Principals.
- The tutor, subject teacher or floor staff will make a written record of all concerns and complaints and the date on which they were received and will communicate directly to the parents the response to the complaint.
- Should the matter not be resolved within two working weeks 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 School Co-Principals.

- The Co-Principals will decide, after considering the complaint, the appropriate course of action to take.
- In most cases, the Co-Principals will speak to the parents concerned, normally within two days of receiving the complaint, to discuss the matter. If possible, a resolution will be reached at this stage.

- If it is necessary for the Co-Principals to carry out further investigations a written record will be kept of all meetings and interviews held in relation to the complaint.
- Once the Co-Principals are 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. The Co-Principals will give reasons for their decision.
- If parents are still not satisfied with the decision, they should proceed to Stage 3 of this Procedure.

### **Stage 3 - Panel Hearing**

If parents seek to invoke Stage 3 they will be referred to The Company Secretary of the Krishnamurti Foundation Trust who has been appointed by the Trustees to call hearings of the Complaints Panel.

- The matter will then be referred to the Complaints Panel for consideration. The Panel will consist of the Company Secretary, a School Trustee, and an external mediator. The latter two members of the Panel shall be appointed by the Acting Chair of Trustees.
- The Company Secretary on behalf of the Panel will acknowledge the complaint and schedule a hearing to take place as soon as practicable and normally within ten 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 not later than two days prior to the hearing.
- Where possible the parents should attend the hearing in person and may be accompanied by one other person. This may be a relative, teacher or friend. If the parents are not able to attend they can nominate someone to attend on their behalf. Legal representation will not normally be appropriate.
- If possible, the Panel will resolve the parents' complaint immediately without the need for further investigation.
- Where further investigation is required, the Panel will decide how it would be carried out. After due consideration of all facts they consider relevant, the Panel will reach a decision and may make recommendations, which it shall complete within seven days of the Hearing.
- The Panel will write to the parents informing them of its decision and the reasons for it. The decision of the Panel will be final. The Panel's findings and, if any, recommendations will be sent in writing to the parents, the Co-Principal, the Trustees and where relevant, the person complained of.

Parents can be assured that all concerns and complaints will be treated seriously and confidentially. Correspondence, statements and records will be kept confidential as is required of the School by paragraph 6(2)(j) of the Education (Independent Schools Standards) Regulations 2003; where disclosure is required in the course of the School's inspection; or where any other legal obligation prevails.

**Involving the Office for Standards in Education (OFSTED)** - Parents may approach OFSTED directly at any stage of this complaints procedure. Where there seems to be a possible breach of registration requirements, it is essential to involve OFSTED as the registering and inspection body with a duty to ensure the National Standards are adhered to. Telephone 00 44 (0) 113 395 5427.

**Involving the Commission for Social Care Inspection (CSCI)** - Parents may approach CSCI directly if they have any concerns about the welfare and care of their child in the School. CSCI is the government body responsible for standards of care in boarding schools. Telephone: 00 44 (0) 23 8082 1300.