

**Complaints Policy**

**July 2019**

We hope that you find the services offered by Park House School(PHS) to be of a high standard. However, should you have any concerns or wish to make a complaint, in the first instance, please speak or write to the member of staff concerned, or the Principal.

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| --- | --- | --- |
| Tim Howley | Mrs Jane Crossland | Pauline Coakley |
| **Principal** | **Proprietor** | **Independent Person** |
| Park House School | c/o Park House School | The Old Stables |
| Park House | Wisbech Road | The Green |
| Thorney | Thorney | Thorney |
| Peterborough | Peterborough | Peterborough |
| PE6 0SA | PE6 0SA | PE6 0SA |
|  |  |  |
| Tel: 01733 271187 | 01733 270875 | 01733 270693 |

This will trigger the complaints policy & processes as set out on Pages 2 and 3 of this document

**Introduction**

We believe that our school provides a good education for all our pupils, and that the Principal and other staff work very hard to build positive relationships with all parents. However, the school is obliged to have procedures in place in case there is any reason for parents to make a complaint. The following policy sets out the procedure that the school follows in such cases.

**Aims and objectives**

Our school aims to be fair, open and honest when dealing with any complaint. We give careful consideration to all complaints and deal with them as swiftly as possible. We aim to resolve any complaint through dialogue and mutual understanding and, in all cases, we put the interests of the pupil above all other issues. We provide sufficient opportunity for any complaint to be fully discussed, and then resolved, using the 3 stage process detailed below.

**The complaints process**

PHS operates a 3 phase complaints process:

**Phase 1**: an informal level whereby the complainant and the school work together to address the concerns raised. The school will aim to respond to the informal complaint within 5 working days.

We work very hard to ensure that each pupil is happy at school, and is making good progress. We want to know if a pupil is experiencing a problem at the earliest stage possible, so that we can take action to prevent the problem escalating and seriously affecting how the pupil feels about school, and to minimise the effect on a pupil’s progress.

If any parent is concerned about anything to do with any aspect of their child’s life at school, we ask that they contact us as soon as possible so that they can discuss the matter with the appropriate member of staff. Most concerns can be dealt with relatively quickly and easily in this way.

**Phase 2**: Where resolution cannot be reached under Phase 1, the complainant makes a formal written complaint that is then investigated by the Principal and a written response is sent to the complainant within 10 working days.

If a parent feels that their concern has not been resolved satisfactorily through contact with the appropriate member of staff, or that their concern is of a sufficiently serious nature to bypass Phase 1, they should make an appointment to discuss it with the Principal either in person or by telephone. The Principal will take any such complaint very seriously and investigate each case thoroughly. The majority of complaints should normally be able to be resolved at this stage.

**Phase 3**: If the complainant is not satisfied with the outcome of Phase 2 for any valid reason, they have the right to request a hearing before a panel of individuals. The reasons for requesting a panel hearing must be made in writing, stating the nature of the complaint and how the school has handled it so far. The appeal should be addressed to the Proprietor (see above) who will arrange for a panel of at least three people, who were not directly involved in matters detailed in the complaint, to hear the complaint and make their judgement.

The panel will sit within 10 working days of the complaint being received by the Principal and their response will be finalised within a further 5 working days.

The panel’s findings and recommendations will be provided to the complainant and, where relevant, the person complained about and be available for inspection on the school premises by the Proprietor and the Principal within 7 working days of the panel hearing.

**Recording Complaints received by the school**

**Sharing a concern about the Principal**

Should a parent have a complaint about the Principal s/he should first make an informal approach to the Proprietor, who is then obliged to investigate it. The Proprietor will then put into operation the three phase complaints procedure as detailed above.

**Record Keeping for Complaints**

* A written record is kept of all complaints that are made under Phase 2 of the procedure and whether they are resolved following this formal procedure, or proceeding to a panel hearing; and the action taken by the school as a result of these complaints (regardless of whether they are upheld).
* All correspondence, statements and records relating to individual complaints will be kept confidential, except where the Secretary of State or a body conducting an inspection under section 108 or 109 of the 2008 Act requests access to them.

**Complaints regarding the fulfilment of requirements detailed within a pupil’s Education Health Care Plan (EHCP)**

* Parents concerned that the requirements of their child’s EHCP are not being met should initially raise this concern with the school who will aim to respond to them within 5 working days.
* If the concern cannot be settled by the school or parents believe that the school has acted unfairly and/or unreasonably, in addressing their worries they should write to the Local Education Authority responsible for issuing their child’s EHCP. Further information about this process is available from their LEA.

**PHS received zero (0) complaints at Phase 2 or Phase 3 as detailed above for the academic years between 2016 – 19.**