



PROCEDURE FOR COMPLAINTS **(INCLUDING THE REVIEW OF EXPULSIONS)**

Principles

- 1) This procedure sets out how parents may communicate their complaints effectively to the school and seek appropriate action.
- 2) This procedure provides informal and formal mechanisms for parents to ask for clarification and explanation of an event, incident or other occurrence at school directly affecting their child as a pupil at the school in the context of the school's policies, curriculum, customs and practices.
- 3) This procedure does not provide a means for parents to challenge or change the school's policies, curriculum, customs and practices. Changes may be agreed for the school at the discretion of the Head Teacher and Proprietors as necessary in the light of any complaints that are upheld as a result of this procedure.
- 4) The aim of this procedure is to formalize the practice within the school of effective communication between parents, staff and Head Teacher about the provision of excellent education for the pupils at The Nursery.

The Procedure

- 5) Parents should bring concerns and requests for clarification first to the attention of the Head Teacher if it is an administrative or procedural matter. The Head Teacher will aim to address the issue directly and orally by clarifying the school's policy and/or advising what appropriate action the school may take to correct any error that may have occurred.
- 6) If parents wish, they may arrange an informal meeting with the Head Teacher and Proprietors to discuss any matter concerning the school's operation. This may be done at any mutually convenient time, and is the clear next step if 5) above has not satisfied the parents' concern. The Head Teacher will investigate the issue raised by the parents and report back to them orally within a mutually agreed period, normally no longer than 5 working days.
- 7) If the steps in 5) and 6) do not resolve the parents' concern, parents should formally write to the Head Teacher. The issue will be investigated further, any appropriate corrective action will be taken and the Head Teacher will write a formal response within 7 working days setting out the school's policies and position on the matter and offering a further discussion and/or the option of an external review of this process. In the case of expulsion, a letter will be sent to the parents setting out the school's policies and reasons for expulsion. This has the same status as the letter the Head Teacher would

write at this stage of the complaints procedure and also offers the opportunity of an external review of the process.

- 8) At stage 7) the Head Teacher will formally record this as a complaint and report this to appropriate public bodies as required.
- 9) If stage 7) and a further meeting with the Head Teacher do not resolve the issue, the parents may formally write to the Head Teacher asking for an external evaluation of their complaint. This will be undertaken by a panel of three people, drawn from a panel kept by the Head Teacher. The panel will include one respected former member of staff, one independent local individual with no direct professional involvement in education, and the Proprietors' main representative, normally Aatif Hassan.
- 10) The panel will meet within 15 school days (a school day is a working day, Monday-Friday, in term time) of the school receiving the written request for the evaluation. The parents may be accompanied by a friend at the hearing. If they wish to be accompanied by a lawyer, they must inform the Head Teacher at the time of requesting the evaluation. It is not normal for the child to be present at the evaluation panel meeting. The school reserves the right to be legally represented at the evaluation meeting if the parents choose to be so represented, and for the meeting date of the evaluation to be in this case within 20 school days of the receipt of the parents' request for the evaluation.
- 11) All parties must provide any documents to be presented to the evaluation 10 school days in advance of the meeting. The documents must be passed to the school office for distribution to the panel.
- 12) The procedure for the meeting is as follows:

With all parties present, the Head Teacher (and/or his legal representative) outlines the events, policies and issues of concern and provides relevant documentation to support actions taken by the school and explain the case for this within the established policies, customs and practices of the school (20 minutes maximum)

The parents (and/or their legal representative) outline their case for reviewing the decisions and actions taken by the school, and present documentation as appropriate to support this. They must also present what corrective action they wish to see taken by the school to resolve this dispute (10 minutes maximum).

The panel meets to discuss this in private (10 minutes maximum)

The panel then hears the Head Teacher being cross questioned by the parents or their legal representative if the parents so wish (15 minutes maximum)

The panel then hears the parents being cross-questioned by the Head Teacher or their legal representative if the school wishes (15 minutes maximum)

The panel then hears brief final statements from the Head Teacher and the parents (no longer than 4 minutes each)

- 13) The panel retires to confer in private. They will communicate their decision, their findings and recommendations, to all parties within 5 school days of the meeting. They must decide whether the school has operated within its own policy guidelines fairly and

- properly, and within normal custom and practice for independent schools in England. If so, they must decide in favour of the school.
- 14) If the panel decides in favour of the school, the parents agree to abide by this decision. If the panel decides in favour of the parents, the school agrees to abide by this decision. In the case of expulsion, however, the panel may only decide to require the school not to expel a pupil if the school has not operated its published policies correctly. The school reserves the right in this case to impose other disciplinary sanctions on the pupil concerned if expulsion is not confirmed by the panel. All parties will be provided with a copy of the decision in writing within three working days of that decision being made.
 - 15) Parents may complain at any time or stage of this complaints procedure to Ofsted (tel: 0300 123 1231.or at : Ofsted, Applications, Regulatory and contact (ARC) Team, Piccadilly Gate, Store Street, Manchester M1 2WD)
 - 16) Written records of all complaints where it becomes a matter for the Head Teacher's intervention (from point 6 above) and including the proceedings of any evaluation meetings, are kept on file in school and are available for the Head Teacher's and Proprietors' inspection, and the parents and school agree they must remain confidential.