



PEMBROKE HOUSE



PARENTS' COMPLAINT PROCEDURE POLICY

Ratified by Council: 26th January 2017

Last Reviewed: September 2021 - DBM, MA, PO & CT

Next Review: September 2022

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1. Introduction

The School has long prided itself on 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. The Parents' Complaint Procedure Policy can be found on our Pembroke House Website and parents can request a copy through the school office.

2. 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 firstly contact their child's Form Teacher in the Junior School (Year 1 to 4) or their Tutor in Year 5 and above. A parent can expect confirmation of receipt of the issue from the teacher, who should respond within **24 hours** or sooner. In many cases, it is expected that the matter will be resolved quickly to the parents' satisfaction by this means. If the Form Teacher or Tutor cannot resolve the matter alone, it may be necessary for them to consult the Head of Department, Houseparent, Senior Leadership or the Head.

Complaints made directly to the Head will usually be referred to the relevant Form Teacher, Tutor or Houseparent.

For more significant matters, the Form Teacher, Tutor or Houseparent will make a written record of all concerns and complaints, and the date on which they were received. Should the matter not be resolved within **seven days** of actual receipt of the complaint by the Form Teacher/Tutor or in the event that the Form Teacher/Tutor 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.

3. Stage 2: Formal Resolution

If the complaint cannot be resolved on an informal basis within seven days, then the parents should put their complaint in writing to the Head. The Head will acknowledge receipt of the complaint within **24 hours** or sooner and decide on the appropriate course of action to be taken, depending on the severity of the complaint and individuals involved.

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In most cases, the Head will meet or write to the parents concerned within **two days** of receiving the written complaint to discuss the matter further, after gathering information from any relevant individuals or departments directly involved. It is hopeful that a resolution will be reached at this stage, although it may be necessary for the Head to carry out further investigations after the initial meeting or response to the complaint.

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

Once the Head 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 this decision in writing within **seven days** or sooner. The Head will also give reasons for their decision.

If parents are still not satisfied with the decision, they should proceed to **Stage 3** of this procedure.

4. Stage 3: Formal Complaint to Council

Should the complaint involve the Head, or a parent is not satisfied that their formal complaint has been dealt with adequately by the Head, the complainant should make their formal complaint in writing to the **Chairman of Council**, whereupon the Chairman will acknowledge the complaint in writing within **five working days** or sooner and, if necessary, will procure the formation of a **Council complaint's panel** of **at least three people** who were not directly involved in the matters detailed in the complaint, and where **one panel** member is independent of the management and running of the school. The panel allows for a parent to attend and be accompanied at a panel hearing if they wish.

The panel will make their findings and recommendations and make their written record. A copy of these will be:

- provided to the complainant and, where relevant, the person complained about
- made available for inspection on the school premises by the Chairman of Council and the Head.

Parents can be assured that all concerns and complaints will be treated seriously and confidentially. Complaints will be stored electronically in a secure location, either in the Bursar's office or with the Designated Safeguarding Lead, if the complaint is a Safeguarding concern. Correspondence, statements and records relating to individual complaints will be kept confidential, except where there is an external legal, statutory or child protection obligation to be fulfilled.

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