



# **PEMBROKE HOUSE**



## **PARENTS' COMPLAINT PROCEDURE POLICY**



## Table of Contents

INTRODUCTION	2
STAGE 1: INFORMAL RESOLUTION	3
STAGE 2: FORMAL RESOLUTION	3
STAGE 3: FORMAL COMPLAINT TO COUNCIL	4

## 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.

**Reviewed: October 2022 - DBM, PO, EW, MA & CT**

**Next Review: October 2023**



# Pembroke House Parents' Complaint Procedure Policy

- The Parents' Complaint Procedure Policy can be found on our Pembroke House Website and parents can request a copy through the school office.
- The Complaints Procedure at Pembroke has three stages, to be covered in a period of **24 days** (excluding school holidays and weekends) between the complaint being made and the final resolution.
- Any matter about which a parent of a pupil is unhappy and seeks action by the school is considered a complaint and will be addressed in accordance with this policy.

## 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, Head of Department 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 **7 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.

## 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.
- In most cases, the Head will meet or write to the parents concerned within **2 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.

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## Pembroke House Parents' Complaint Procedure Policy

- 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 **7 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.

### 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 **5 working days** or sooner and, if necessary, will procure the formation of a **Council Complaints 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, written records and recommendations within **10 days** of receipt of the complaint. 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.

In the 2021 - 2022 academic year there were three formal complaints.