

COMPLAINTS POLICY


This policy, which applies to the whole school, including the Reception class within the Early Years Foundation Stage (EYFS), is publicly available on the school website and upon request a copy (which can be made available in large print or other accessible format if required) may be obtained from the School Office.

Document Details:

Scope: All who work, volunteer or supply services to our school have an equal responsibility to understand and implement this policy and its procedures both within and outside of normal school hours, including activities away from school. All new employees and volunteers are required to state that they have read, understood and will abide by this policy and its procedural documents and confirm this by signing the *Policies Register*. This policy applies to all provision delivered by Imperial Oak School, including any alternative provision or off-site settings operating under the school's oversight.

Legal Status: Complies with The Education (Independent School Standards) (England) Regulations currently in force.

Monitoring and Review: These arrangements are subject to continuous monitoring, refinement, and audit by the Headteacher. The Proprietor and Advisory Board will undertake a full annual review of this document, inclusive of its implementation and the efficiency with which the related duties have been implemented. This review will be formally documented in writing. Any deficiencies or weaknesses recognised in arrangements or procedures will be remedied immediately and without delay. All staff will be informed of the updated/reviewed arrangements and it will be made available to them in writing or electronically.

Signed: 

Reviewed: April 2026

Next Review: April 2027

Mrs. Chizzy Chukwukere
Headteacher

Proprietor who is the Chair of the Advisory Board

Introduction: The school has long prided itself on the quality of the teaching and pastoral care provided to its pupils. The school's aims are concerned with meeting the needs of the pupils, parents and other stakeholders. Constant communication and feedback are crucial in monitoring standards and improving provision. Those who have complaints should feel these can be voiced and that they will be taken seriously. There is no distinction in practice between a concern and a complaint; both terms reflect an expression of dissatisfaction that requires a response from the school - either to explain its position or to put right what may be wrong. We will seek to resolve complaints by informal means wherever possible. A complaint is likely to arise when there are issues of physical or emotional well-being and security at stake, or when the school's stated aims or values are being ignored. A breach of the law will always constitute a complaint. If parents do have a complaint, they can expect it to be treated by the school in accordance with this procedure. Investigations will be thorough, fair and completed in a reasonable timeframe. The complainant may not be entitled to all information regarding the investigation but will be kept informed of the process and of the decisions reached. This is a complaints policy for parents of pupils currently attending Imperial Oak School. This policy does not apply to prospective parents relating to admissions issues, or to pupils or staff who may wish to complain. The timescales indicated in the procedures below should allow for swift resolution of complaints. There will be some circumstances in which the normal timescales are affected by issues that delay resolution, namely school holidays and other factors. It is intended that all issues will be resolved within 28 days of the first complaint being made.

As a SEND school, we recognise that communication needs may vary. We will make reasonable adjustments where required to ensure that all complaints can be raised and understood effectively.

Stage 1 – Informal Resolution

- It is hoped that most complaints will be resolved quickly and informally.
- If parents have a complaint, as soon as possible they should normally contact the most appropriate member of staff, such as their son/daughter's class teacher or member of staff. In most cases, the matter will be resolved straightaway by this means to the parents' satisfaction. If the member of staff contacted cannot resolve the matter alone, it may be necessary for them to consult the Headteacher for advice.
- Complaints made directly to the Headteacher will usually be referred back to the relevant form teacher unless the Deputy Headteacher deems it appropriate for her to deal with the matter personally without it going through the normal channels. This will still be deemed to be under Stage 1 (Informal) of this policy.
- The member of staff who is dealing with the matter will keep a written record. Should the matter not be resolved within five working days or in the event that the member of staff and the parent fail to reach a satisfactory resolution, parents will be advised to proceed with their complaint in accordance with Stage 2 of this Procedure. A note should be kept of the date a resolution was reached and the agreed nature of this, so as to help prevent the process from drifting into a longer timeframe.
- Sometimes, parents will raise a concern informally with the Headteacher directly. As above, she may feel that this should be referred back to the relevant form teacher, tutor. But there will certainly be occasions when the Headteacher feels it is appropriate to resolve the issue informally herself without the need for referral. This will still be under the Stage 1 process of informal resolution. It is only when/if the parents are not satisfied with the outcome that they should proceed to 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 Headteacher. The Headteacher will decide, after considering the complaint, the appropriate course of action to take.
- In most cases, the Headteacher will meet or speak to the parents concerned, normally within five working days of receiving the complaint, to discuss the matter. The dialogue may be by email so as to ensure there is no delay. If possible, a resolution will be reached at this stage.
- It may be necessary for the Headteacher to carry out further investigations that take more time, and she will inform the complainants of this. These investigations should take no longer than seven days in normal term time. During school holidays the time taken for consultation with other staff is more difficult to predict, but it should be expected that this should not exceed fourteen days.
- The Headteacher will keep written records of all meetings and interviews held in relation to the complaint.
- Once the Headteacher 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. The Headteacher will also give reasons for the decision. A note will be kept of when a final outcome was reached. This whole process should not take more than 21 days, including investigation.
- 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 (following a failure to reach an earlier resolution), they will be referred to the Convenor, who will be appointed by the Proprietor to call hearings of the Complaints Panel.
- The matter will then be referred to the Complaints Panel for consideration. The Panel will consist of three persons not directly involved in the matters detailed in the complaint, one of whom shall be independent of the management and running of the School. The other two Panel members will usually be members of the Advisory Board. Each of the Panel members shall be appointed by the Proprietor. The Panel Convenor, on behalf of the Panel, will then acknowledge the complaint and schedule a hearing to take place as soon as practicable and normally within 21 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 5 days prior to the hearing.
- The complainant(s) may be accompanied to the panel hearing if they wish.
- The Panel meeting will be a full-merits hearing and not only a judicial review of process. 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 should be carried out. After due consideration of

all facts, they consider relevant, the Panel will reach a decision and may make findings and recommendations, within 5 working days of the Panel meeting.

- A copy of those findings and recommendations will be –
 - (i) sent by electronic mail or otherwise given to the complainant and, where relevant, the person complained about;
 - (ii) made available for inspection on the school premises by the Proprietor and the Headteacher. In the event that the complaint is against the Headteacher, the Proprietor will appoint an appropriate person/s, either internally or externally, to investigate and report.

Confidentiality: Parents can be assured that all complaints will be treated seriously and confidentially. Correspondence, statements, and records relating to individual complaints are to be kept confidential except where the Secretary of State or a body conducting an inspection under section 109 of the 2008 Act requests access to them; or where any other legal obligation prevails.

Written records and retention: A written record is kept of all complaints that reach the formal stage (Stage 2 above), and of whether they are resolved at that stage or proceed to a panel. A record will also be kept of what action is taken by the school as a result of those complaints (regardless of whether they are upheld) and the date on which a final outcome was reached. All records of complaints will be kept for a minimum of three years. The school will provide on request to Ofsted and ISI a written record of all complaints made during a specified period and the action that was taken as a result of each complaint.

Parents may ask the Headteacher for the number of complaints received at the formal and panel stage during the preceding academic year.

In addition to the Complaints Procedure detailed above, parents may also make a complaint to either the Independent Schools Inspectorate (ISI) or to Ofsted where appropriate, particularly in relation to safeguarding or regulatory concerns.. This includes parents appealing against a decision made by the school about their complaint.

Contact details:

- Independent Schools Inspectorate:
net CAP House, 9-12 Long Lane, London, EC1A 9HA Telephone: 020 7600 0100 Fax: 020 7776 8849 Email: see Website: www.isi.
- Ofsted:
Piccadilly Gate, Store Street, Manchester, M1 2WD Telephone: 03001231231 Email: enquiries@ofsted.gov.uk