



IPSWICH SCHOOL

Preparatory School

(Including EYFS)

COMPLAINTS AND APPEALS PROCEDURE

The procedures outlined below comply with the provisions of The Children Act 1989 and the Education Act 2002 and the Education (Independent School Standards) (England) Regulations 2010. The Complaints Procedure for Pupils is available on request. The Complaints Procedure for Parents is sent to all parents when their child joins the School, and is also available on request.

Please note: Concerns relating to welfare or abuse of a pupil or where there is any concern about a pupil at risk of being drawn into terrorism should be dealt with in accordance with the School's Child Protection and Safeguarding Children Policy.

COMPLAINTS PROCEDURE FOR PUPILS

Any complaint or grievance will be dealt with openly, speedily and honestly. Pupils who feel they have been unfairly treated by a teacher or member of the Support Staff, should discuss this with their parents and their child's Form Teacher. The Head of Prep and other senior staff may be involved in the discussions at this stage. If the matter is not resolved satisfactorily, or if the complaint is against the Head of Prep, the Complaints Procedure (outlined below) should be used by the parents of the child.

COMPLAINTS FROM PARENTS

The following is the text of the information that is sent from the Head of the Preparatory School to all new parents, and which is available to any parent on request:

Complaints Procedure For Parents

If you have a concern about any aspect of your child's life at school, please contact an appropriate member of staff as soon as possible. We promise that we shall take all such expressions of concern seriously and follow them up promptly. We know that things can go wrong and we want to be able to sort things out.

Two matters tend to make parents and pupils reluctant to express concerns:

- A fear that the School will not see the issue to be important: if it is important to you, it is important to us.
- A fear that there may be repercussions for the pupil: this should not be a factor. Under no circumstances will the School discriminate against a pupil because of expressions of concern or complaints.

If the complaint arises after a pupil has left the School any complaint should be raised within 3 months of the pupil leaving.

Informal Resolution

For us to deal with problems, we need to know about them – earlier please rather than later. In dealing with such matters we recognise the importance of confidentiality, fairness and ensuring that no one suffers unjustly.

Who should you contact? This depends on the nature and seriousness of the concern but the following is a guide:

- for a minor day-to-day matter, the right person is likely to be the relevant teacher, Form Teacher or Subject Teacher
- for a more serious concern affecting a child in the Nursery the appropriate person will be the Lodge Manager.
- for a more serious concern affecting a child in Reception, Year 1 or 2 the appropriate person will be the Lower Prep Phase Leader or the Deputy Head.
- for a more serious concern in Years 3 – 6, the appropriate person will be the Upper Prep Phase Leader or the Deputy Head.
- major issues should come straight to the Head of the Prep or the Headmaster of Ipswich School
- matters regarding finance, fees and non-academic services should go to the Bursar.

The person you contact will make a written record of all concerns and complaints and the date on which they are received. Should the matter not be resolved within two weeks, or in the event that the School and the parent fail to reach a satisfactory resolution, then you will be advised to proceed with your complaint at a formal level.

Formal Resolution

If the complaint cannot be resolved on an informal basis, then you should put your complaint in writing to the Head of the Prep, who will consult the Headmaster and will decide the appropriate course of action to take. The Head will keep written records of all meetings and interviews held in relation to the complaint. Correspondence, statements and records will be kept confidential except in so far as required of the school by Schedule 1 Part 7 paragraph 25(k) of the Education (Independent Schools Standards) Regulations 2010; which provide that

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 162A of the 2002 Act requests access to them.

In most cases the Head of Prep will arrange a meeting with you, normally within 7 days of receiving the complaint (although this timescale is subject to change during any of the School holidays), to discuss the matter. If possible a resolution will be reached at this stage.

If not, it may then be necessary for the Headmaster to carry out further investigations. Once he is satisfied that, so far as is practicable, all of the relevant facts have been established, a decision will be made and you will be informed of this in writing. The Headmaster will also give reasons for his decision. If you are still not satisfied with the decision you should request a hearing of the Complaints Panel. Your request should be submitted in writing, within one month of the Headmaster's decision, detailing the particulars of the complaint, the evidence you wish to present to the Panel and the remedy that you seek.

Complaints Panel

The Panel will be appointed by the Management Committee of the Governors and will normally consist of two Governors who have not been directly involved in the matters detailed in the complaint and one person who is independent of the management and running of the School. The Chairman of the Panel will then acknowledge the complaint and schedule a hearing to take place as soon as practicable and normally within 14 days, although the Panel will not normally sit during any of the School holidays.

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.

You may be accompanied to the hearing by one other person who may be a relative, teacher or friend. Please inform the Chairman of the Panel in advance who will be accompanying you. Legal representation will not normally be appropriate.

If possible the Panel will resolve your 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 it considers relevant, the Panel will reach a decision and may make recommendations, which it shall complete normally within 7 days of the Hearing.

The Panel will inform you of its decision, the reasons for it and any recommendations by electronic mail (if appropriate) in the first instance, with copies to the Headmaster, Governors and, where relevant, the person complained about. Original documents will also be sent to you by first class post, and copies of those documents will be available for

inspection on the School premises by Governors and the Headmaster. The decision of the Panel will be final.

The above timings are for guidance. It is expected that all complaints will normally reach resolution within 28 days.

Written Records

A written record will be kept of all complaints that are made under this policy and

I. whether they are resolved following a formal procedure, or proceed to a panel hearing; and

II. action taken by the School as a result of those complaints (regardless of whether or not they are upheld).

DFE Regulations require the School to state the number of complaints registered under the formal Complaints Procedure in the preceding year: One complaint was registered under the formal procedure in the year 2021-22. Parents may request (from the Headmaster) the number of complaints during 2020-2021 if they wish to do so.

Reviewed September 2022

Contact details

Ipswich Preparatory School: 01473 282800

The school undergoes Inspections by The Independent Schools Inspectorate. The ISI contact number is 020 7600 0100.

OFSTED Contact No: 08456 404040