



Solihull School

Parental Complaints Procedure

Solihull School is committed to providing the best teaching and pastoral care it can for all pupils. We recognise the right of a parent to raise their concerns and the value to all concerned of dealing fairly, speedily and effectively with any such concerns. If parents do have a complaint, the following procedure will be followed.

Stage 1: Informal Resolution

- It is hoped that most complaints and concerns will be resolved quickly and informally.
- If parents have a complaint or concern, they should normally contact their child's Form Tutor. The Form Tutor will aim to resolve the issue with the parents and is likely to consult the Head of Year and/or the Head of Section.
- The Form Tutor and, where appropriate, the Head of Year or Head of Section will meet the parents within seven days of the complaint to attempt to provide a resolution.
- If the complaint is against a specific member of staff, the Headmaster will have the right to decide whether the member of staff's presence is appropriate at this stage.
- If parents believe that the complaint is of a more serious nature, they may make their complaint directly to the Head of Section or the Headmaster. The Head of Section or Headmaster will aim to resolve the issue and will meet the parents within ten days of the complaint.
- Complaints made directly to a member of staff other than the Form Tutor - or the Head of Section or Headmaster - will normally, in the first instance, be referred to the Form Tutor.
- A written record of all concerns and complaints will be kept and the Headmaster will keep a copy of the written record.
- If, after the meeting, there is no satisfactory resolution, parents are advised to proceed to Stage 2 of the procedure.

Stage 2: Formal Resolution

- If the complaint cannot be resolved on an informal basis, the parents should put their complaint in writing to the Headmaster. It may also be the case that parents may believe a matter to be of such seriousness that they want to deal directly with the Headmaster in the first instance, rather than proceed through Stage 1.
- On receipt of the complaint, the Headmaster will meet the parents concerned, within five working days of receiving the complaint, to discuss the matter. If possible, a resolution will be reached at this stage. If the complaint is made against a specific member of staff, that member of staff may be present at this meeting. The Headmaster will have the right to decide whether the member of staff's presence is appropriate at this stage.
- The Headmaster will investigate the matter and will provide a response to that complaint in ten working days. That response will explain the decision, the reasons for the decision and any action taken or proposed, and will go to all interested parties.
- A written record of all concerns and complaints will be kept and the Headmaster will keep a copy of the written record. A record will also be kept of whether the matter was resolved at this stage, or proceeded to a panel hearing.
- If parents are still not satisfied with the decision, they should proceed to Stage 3 of the procedure.

Stage 3: Appeals Procedure

- If the parents wish to proceed to Stage 3 of the procedure, they will be referred to the Clerk to the Governors, who has been appointed by the Governors to call hearings of the Complaints Panel.
- The matter will then be referred to the Complaints Panel for consideration. The Panel will consist of two Governors and one panel member who will be independent of the management and running of the School. None of the panel will have been directly involved in the matters detailed in the complaint.
- The Clerk to the Governors will acknowledge the complaint within three working days and schedule a hearing to take place within ten working days.
- The Panel may require that all details of the complaint should be supplied in advance. Copies of such particulars shall be supplied to all parties not later than five working days prior to the hearing.
- If the complaint is made against a member of staff, the particulars of the complaint will be made available to the member of staff, and that member of staff will have the right to attend the hearing.
- The parents and, where applicable, the member of staff may be accompanied to the hearing by one other person. Legal representation will not normally be appropriate.
- All parties, the complainant, the Clerk to the Governors, the Headmaster and, where relevant, the person complained about, will be notified of the decision within three working days of the hearing.
- The letter will contain further details of any further rights of redress available. However, the Complaints Panel is the last school-based stage of the Complaints Procedure.
- A written record will be kept by the Headmaster and the Clerk to the Governors of these proceedings and will be made available to all parties.

Confidentiality

Parents can be assured that all concerns and complaints will be treated seriously and confidentially. Correspondence, statements and records relating to individual complaints will be kept confidential except to the extent required by paragraph 6(3)(f) of the Education (Independent Schools Standards) (England) Regulations 2003 (as subsequently amended), by the Secretary of State or where disclosure is required by the ISI under Section 162A of the Education Act 2002 (as amended), or under other legal authority.

22/03/2010

Complaints in the last academic year:

Academic Year 2008/2009	-	No complaints
Academic Year 2009/2010	-	Two complaints