

THE GRANVILLE SCHOOL

PARENTAL CONCERNS AND COMPLAINTS POLICY

The Granville School welcomes suggestions and comments from parents, and takes seriously any concerns they may have. This note gives you guidance in how to draw our attention to any issues you would like addressed. The Granville School is here for you and your child, and we want to hear your views and ideas. During the Autumn and Spring terms you will have Parents' Evenings when you can discuss your child's progress with their teacher. However, you may wish to speak to staff at other times during the year.

We wish to ensure that:

- parents wishing to contact the school know how to do so
- we respond to parents in a courteous and efficient way
- parents realise that we listen and respond to their comments in a positive way
- we take action where appropriate

Whom should I contact?

Issue:	Initial Contact:
Academic/Pastoral/Discipline	Class Teacher
Sports	Mrs Cummins
Music	Mrs Holt

Mrs Collins (Head of Early Years) or Mrs Musgrave (Deputy Head) will be more than happy to meet you if you feel this is more appropriate. The Headmistress is also available to discuss issues with parents and will arrange to see parents as soon as possible.

How should I contact the school?

You can arrange to talk to the appropriate member of staff either in person or by telephone, write a letter or email the school.

- The website contains the school office number
- Telephone messages can be left with the School Secretary, Mrs Jacobs
- The Headmistress's can be contacted through the School Secretary or her email address: head@granvilleschool.org
- Staff e-mail address

What will happen?

We will always try to resolve concerns to your satisfaction. If you raise something face-to-face or by telephone, it may be possible to resolve the matter immediately and to your satisfaction. In some circumstances the person may need time to discuss the issues with others before informing you of an outcome.

We will:

- Try to resolve matters raised at meetings or over the phone quickly
- Respond to any letter within 5 working days
- Provide you with a written report if it is appropriate

We hope that you will feel your comments or concerns have been fully considered. If you are not satisfied with the outcome you should arrange to see the Headmistress.

- Once the Headmistress 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 Headmistress will also give reasons for her decision.

What happens about confidentiality?

All comments will be treated in a confidential manner.

It is school policy that comments made by parents will not rebound adversely on their children.

A record of any complaint made at EYFS level will be kept for at least three years.

Unresolved complaints procedure

If an issue is not resolved, a formal complaint can be made in writing directly to the Chairman of the Governors, c/o The Clerk to the Governors, at the school address.

The Governors may then convene a panel of three individuals not directly involved in the matter. Parents may attend (and be accompanied) at any formal hearing and will receive a written copy of the panel's findings. Full details of this procedure will be provided on request (Annexe A).

A written record will be kept of all complaints and of whether they are resolved at a preliminary stage or proceed to a panel hearing.

Parents wishing to take their complaint further may contact OFSTED and/or ISI directly. Information regarding how to do this can be found at www.ofsted.gov.uk and <http://www.isi.net/>

OFSTED

Royal Exchange Buildings
St Anne's Square
Manchester
M2 7LA

Tel: 08456014772

Email: enquiries@ofsted.gov.uk

ISI

CAP House
9-12 Long Lane
London
EC1A 9HA

Tel: 020 7600 0100

Email: durell:barnes@isi.net

Annexe A

Response to a written complaint to Chairman of Governors.

- The Chairman may personally be able to bring the matter to a satisfactory conclusion
- If the Chairman is unable to arrive at a decision he will appoint a Complaints Panel.
- The matter will then be referred to the Complaints Panel for consideration. The Panel will consist of at least three Governors who are not directly involved in the matter detailed in the complaint, one of whom shall be independent of the management and running of the school. Each of the Panel members shall be appointed by the Chairman of the Panel.
- The Chairman of the Panel, on behalf of the Panel, will then acknowledge the complaint and schedule a hearing to take place as soon as practicable and normally within 10 days.
- If the Panel deems it necessary, it may require further particulars of the complaint or any related matter be supplied to all parties not later than 3 days prior to the hearing.
- The parents may be accompanied to the hearing by one other person. This may be a relative, teacher or friend. Legal representation will not normally be appropriate.
- 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 the facts they consider relevant, the Panel will reach a decision and make any recommendations, which it shall complete within 7 days of the Hearing. The Panel will write to the parents informing them of their decision and the reasons for it. The decision of the Panel will be final. The Panel's findings and, if any, recommendations will be sent in writing to the parents, the Headmistress, the Governors and, where relevant, the person complained of.

Parents can be assured that all concerns and complaints will be treated seriously and confidentially. Correspondence, statements and records will be kept confidential except in so far as is required of the school by paragraph 6(2)(j) of the Education (Independent Schools Standards) Regulations 2003; where disclosure is required in the course of the school's inspection; or where any other legal obligation prevails.