

## Longridge Towers School Complaints Procedure

**This document applies to the whole school and is published on the school website for parents, pupils and former pupils (from when at school). It does not apply to prospective parents or pupils.**

**Author: Headmaster (JL)**

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**ISBA Template: Model Complaints Procedure October 2024**

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*Longridge Towers 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 with care and in accordance with this Complaints Procedure. Longridge Towers School makes its Complaints Procedure available to all parents of pupils and of prospective pupils on the School's website and in the School office during the school day, and Longridge Towers School will ensure that parents of pupils and of prospective pupils who request it are made aware that this document is published or available and of the form in which it is published or available, and of the number of complaints registered under the formal procedure during the preceding school year. In accordance with paragraph 32(1) of Schedule 1 to the Education (Independent School Standards) Regulation 2014, Longridge Towers School will also make available, on request, to Ofsted, the Department for Education (DfE) or the Independent Schools Inspectorate (ISI), details of this Complaints Procedure and the number of complaints registered under the formal procedure during the preceding school year.*

*Complaints by parents of former pupils will be dealt with under this Complaints Procedure only if the complaint was initially raised when the pupil to which the complaint relates was still registered as a pupil at the School. The only exception to this is if the complaint is a review of a decision taken by the Headmaster to exclude or require the removal of a pupil under clause 7 of the School's Terms and Conditions in which case such a review must be requested by no later than five working days from the date of the decision to exclude or require the removal of a pupil.*

**The School will be mindful of its obligations under the Equality Act 2010 in the application of this policy.** "Parent(s)" means the holder(s) of parental responsibility for a current or prospective pupil about whom the complaint relates.

### What Constitutes a Complaint?

A complaint is an expression of dissatisfaction with a real or perceived problem. It may be made about the School as a whole, about a specific department or about an individual member of staff, and any matter about which a parent is unhappy and seeks action by the School is within the scope of this procedure. A complaint is likely to arise if a parent believes that the School has done something wrong, failed to do something that it should have done or has acted unfairly.

Parents can be assured that all concerns and 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 Education and Skills Act 2008 requests access to them. There may also be other circumstances in which the School is required to share information relating to a concern or a complaint in order to comply with its legal or regulatory obligations.

The School is here for your child and you can be assured that your child will not be penalised for a complaint that you or your child raise(s) in good faith.

### The Three-Stage Complaints Procedure

#### 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 normally contact their child's Form Tutor or Head of Department/ Faculty. In many cases, the matter should be resolved straightaway by this means to the parents' satisfaction. If the Form Tutor or Head of Department/ Faculty cannot resolve the matter alone it may be necessary for him/her to consult the Head of Form, Head of Pastoral Care, Boarding House Parent or the Deputy Head.
- Complaints made directly to the Deputy Head or the Headmaster will usually be referred to the relevant Form Tutor or Head of Department/ Faculty unless the Deputy Head/ Headmaster deems it appropriate for him to deal with the matter personally.
- The Form Tutor, Head of Form or other person dealing with the complaint 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 five working days or in the event that the Form Tutor or Head of Department/ Faculty 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 Complaints Procedure.
- If, however, the complaint is against the Headmaster, parents should make their complaint directly to the Chairman of Governors whose contact details are available from the School Office on request.

#### 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 Headmaster. Parents are encouraged to complete the Complaints Form (at Appendix I) to proceed to Stage 2. The Head may in some circumstances deem it appropriate to nominate a staff member to hear the complaint and manage the Stage 2 complaint process. The Headmaster will decide, after considering the complaint, the appropriate course of action to take.
- In most cases, the Headmaster will speak to 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. It may be necessary for further investigations to be carried out. The Head (or their nominee) will determine who should carry out any investigation and this may be someone external to the School. It may be necessary for the Headmaster, or their nominee, to carry out further investigations.
- The Headmaster will **keep written records** of all meetings and interviews held in relation to the complaint.

- Once the Headmaster (or their nominee) 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 Headmaster (or their nominee) will also give reasons for his decision. In most cases, the Headmaster will make his decision and provide the parents with reasons within fifteen working days of the complaint being put in writing.
- If the complaint is against the Headmaster, the complaint should be made to the Chairman of Governors. The Chairman of Governors or their nominee will call for a full report from the Headmaster and for all the relevant documents. The Chairman of Governors or their nominee may also call for a briefing from members of staff, and will in most cases, speak to or meet with the parents to discuss the matter further. Once the Chairman of Governors or their nominee is satisfied that, so far as is practicable, all of the relevant facts have been established, the parents will be informed of the decision in writing. The Chairman of Governors or their nominee will give reasons for his decision.
- 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 should do so in writing to the School's Finance Director /Bursar within five days of receiving the decision at Stage 2, setting out their grounds of appeal. Any supporting evidence which the parents wish to rely on should also be provided with their grounds of appeal. To the extent the parents are unable to provide their complaint within the time period stipulated due to extenuating circumstances which have impeded the parents from taking action, the parents should request an extension in writing. Such a request should be made to the School's Finance Director/ Bursar in advance of the original deadline, setting out the further time period requested and the reason for this. This will be considered.
- **The School's Finance Director/ Bursar, who has been appointed by the Governors to call hearings of the Complaints Panel, will then refer the appeal to the Complaints Panel for consideration. The Panel will consist of three persons not directly involved in the matters detailed in the complaint and one of whom shall be independent of the management and running of the School.** The Chairman of Governors will appoint one Panel member to act as Chair of the Panel. The School's Finance Director / Bursar, on behalf of the Panel, will then acknowledge the complaint within five **working days** and schedule a hearing to take place **within twenty working 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 or further investigation be carried out. Copies of such particulars shall be supplied to all parties **not later than five working days** prior to the hearing.
- **The parents may attend the hearing and be accompanied to the hearing by one other person if they wish.** The Headmaster shall also be entitled to be accompanied to the hearing by one other person if they wish. This may be a relative, teacher or friend. Legal representation will not normally be appropriate. The Panel will decide whether it would be helpful for witnesses to attend.
- The remit of the Panel shall be at the discretion of the Chairman of Governors and the manner in which the hearing is conducted shall be at the discretion of the Panel.
- If possible, the Panel will resolve the parents' complaint 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 the merits of the complaint and all facts they consider relevant, **the Panel will make findings as to whether or not the Stage 2 decision was a reasonable one and decide whether to:**
  - Dismiss the complaint(s) in whole or in part;
  - Uphold the complaint(s) in whole or in part; and
  - May make recommendations.
- The Panel will write to the parents informing them of its decision and the reasons for it, **within five working days of the hearing** (although additional time may be required if it is necessary to carry out further investigations following the hearing). The decision of the Panel will be final. A copy of the Panel's findings and recommendations (if any) will be sent by electronic mail or otherwise given to the parents, and, where relevant, the person complained about as well as the Chairman of Governors and the Headmaster. A copy of the Panel's findings and recommendations (if any) will also be available for inspection on the School premises by the Chairman of Governors and the Headmaster.
- Any complaint of a decision taken by the Headmaster to exclude or require the removal of the pupil under clause 7 of the School's Terms and Conditions (Parent Contract) will be governed by this Stage 3 of the School's Complaints Procedure. In such circumstances, the Panel may only uphold the complaint and ask the Headmaster to reconsider his decision if they consider, having regard to the process followed by the Headmaster, that the Headmaster's decision to exclude/require the removal of the pupil was not a reasonable decision for the Headmaster to have taken.

#### Timeframe for Dealing with Complaints

All complaints will be handled seriously, sensitively and within clear and reasonable timescales.

It is in everyone's interest to resolve a complaint as speedily as possible: the School's target is to complete the first two stages of the procedure **within 20 working days**. Stage 3, the Appeal Panel Hearing, will be completed **within a further 20 working days**.

Please note that, for the purposes of this procedure, **working days** refers to weekdays (Monday to Friday) during term time, excluding bank holidays and half term. This means that during School holidays it may take longer to resolve a complaint although the School will do what is reasonably practicable to avoid undue delay. It may also take longer to resolve a complaint during periods of significant disruption to School life or as a consequence of unavoidable staff absence, however deviation from the normal timescale for resolving a complaint during term time will only occur on an exceptional basis, and the School will take all reasonable steps to limit any such delay.

#### Legal action

The School accepts that the parents' right to request and attend a panel is not forfeit because they have threatened or initiated legal proceedings.

#### Persistent Correspondence

Where repeated attempts are made by a parent to raise the same complaint after it has been considered at all three stages, this may be regarded by the School as vexatious and outside the scope of this procedure. The School has a *Serial or Persistent Complaints and Harassment Policy* which outlines the School's approach in this regard.

#### Recording Complaints and use of Personal Data

**Following resolution of a complaint, the School will keep a written record of all formal complaints, whether they are resolved at informal stage, the formal stage or proceed to a Panel hearing and any action taken by the School as a result of the complaint (regardless of whether the complaint is upheld).**

The School processes data in accordance with its *Privacy and Data Protection Notice* which can be found on the School website. When dealing with complaints the School (including any Panel member appointed under the Stage 3 process) may process a range of information, which is likely to include the following:

- Any completed Complaint Form
- Name of parent
- Name of pupil
- Description of the issue
- Records of all the investigations (if appropriate)
- Witness statements (if appropriate)
- Name and contact details of member (s) of staff handling the issue at each stage
- Copies of all correspondence on the issue (including emails and records of phone conversations)
- Notes/ minutes of the hearing, and
- The Panel's written decision

This may include 'special category personal data' (as further detailed in the School's *Privacy and Data Protection Notice*, but potentially including, for instance, information relating to physical or mental health) where this is necessary owing to the nature of the complaint. This data will be processed in accordance with the School's *Privacy and Data Protection Notice*.

The School will keep records of formal complaints and Complaints Panel hearings, as required by regulation. It will do so in accordance with its *Privacy and Data Protection Notice* and *Retention Policy* but in most cases for a period of at least seven years after the pupil leaves the School. In some cases it may be necessary to retain documents until a legal issue is resolved

All records relating to complaints shall be treated as confidential. In addition to where requested by the Secretary of State or an inspector (see above), there may be other circumstances where disclosure of the substance of a complaint or particular confidential records relating to it is required, for example, where there is a legal, regulatory, safeguarding or data protection obligation which prevails over the requirement to maintain the records as confidential.

**For the academic year 2024-25, the School received one formal complaint.**

Parents of EYFS children should follow the three stages of this Complaints Procedure. If parents remain dissatisfied and their complaint is about the School's fulfilment of the EYFS requirements, then parents may take their complaint to the ISI or Ofsted. Parents will be notified by ISI or Ofsted of the outcome of the investigation into their complaint within 28 days of the complaint being received.

**Longridge Towers School will provide ISI/ Ofsted, on request, with a written record of all complaints made during any specified period, and the action which was taken as a result of each complaint. The record of any such complaints will be kept in accordance with its *Privacy and Data Protection Notice* and *Retention Policy*.**

**Parents may complain directly to Ofsted or to ISI if they believe the provider is not meeting the EYFS requirements. Schools must make available details of how to contact Ofsted and/ or the ISI:**

**Ofsted can be contacted on 0300 123 1231 or by email: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)**

**Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD**

**ISI can be contacted on 020 7600 0100 or by email: [concerns@isi.net](mailto:concerns@isi.net)**

**ISI, CAP House, 9-12 Long Lane, London EC1A 9HA**

Please read the School's ***Complaints Procedure*** before completing this form. It provides information on when and how this form should be completed.

To be completed by those with **parental responsibility** for a current pupil and returned to the Head ([headmaster@lts.org.uk](mailto:headmaster@lts.org.uk)).

PLEASE USE **BLOCK CAPITALS**

|   |  |
|---|--|
| <b>Your name(s)</b>   |  |
| <b>Name of pupil(s), year(s) and your relationship to them</b>  |  |
| <b>Contact address</b>  |  |
| <b>Contact telephone day</b>  |  |
| <b>Contact telephone mobile</b>   |  |
| <b>Contact email address</b>  |  |
| <b>Details of the complaint</b>   |  |
|   |  |
| <b>Action taken to date (including staff member(s) who has/have dealt with it so far) and solutions offered</b> |  |
|   |  |
| <b>The reason(s) that this was not a satisfactory resolution for you</b>  |  |
|   |  |
| <b>What action(s) would you like to be taken to resolve your complaint?</b>                                     |  |
|   |  |
| <b>Signature(s):</b>  |  |
| <b>Date:</b>  |  |



|   |
|---|
| <b>School use</b>   |
| <b>Stage in the complaints procedure (circle as appropriate):</b> 1            2            3 |
| <b>Date acknowledgement sent:</b>   |
| <b>By whom:</b>   |
| <b>Complaint referred to:</b>   |
| <b>Date:</b>  |
| <b>Action taken:</b>  |
| <b>Date:</b>  |

### **How we may use personal information**

The School processes data in accordance with its *Privacy and Data Protection Notice* available from the School website. When dealing with complaints, the School (including any Panel members appointed under the Stage 3 process) may process a range of information, which is likely to include:

- This completed complaint form
- Date when the issue was raised
- Name of parent(s) and pupil(s)
- Description of the issue
- Records of all the investigations
- Pupil records (as appropriate)
- Witness statements (as appropriate)
- Name and contact details of member(s) of staff handling the issue at each stage
- Copies of all correspondence on the issue (including emails and records of phone conversations)
- Notes/ minutes of meetings including the Panel hearing, and
- The Panel's written decision.

As part of the Complaints procedure, we may also process 'special category personal data' (as further detailed in the School's *Privacy and Data Protection Notice*, but potentially including, for instance, information relating to physical or mental health) where this is necessary owing to the nature of the complaint. This data will be processed in accordance with the School's *Retention Policy*. The School will keep records of formal complaints and Complaints Panel hearings, as required by regulation. It will do so in accordance with its *Privacy and Data Protection Notice* and *Retention Policy*.

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 Education and Skills Act 2008 requests access to them. In addition, there may be other circumstances where disclosure of the substance of a complaint or particular confidential records relating to it is required, for example, where there is a legal, regulatory, safeguarding or data protection obligation (eg, in response to a subject access request) which prevails over the requirement to maintain the records as confidential.