



STAFFORD GRAMMAR SCHOOL

Prep 3-11 | Senior 11-16 | Sixth Form 16-19

Complaints Policy & Procedure (including EYFS)

Policy Review

Date of Review	Reason for Review	Reviewer	Checked & approved	Date of approval	Next review
01.09.25	Update	Head Teacher	Full Board of Governors	08.10.25	01.09.26

Introduction

Stafford Grammar School has long prided itself on the quality of teaching and pastoral care provided to its pupils. However, if parents do have a complaint whilst their child is at the School, the School adopts the following procedure, which is for parents of all pupils including those in the Early Years Foundation Stage (EYFS).

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 son/daughter's Form Teacher in the Senior School and Class Teacher in the Prep. School. In many cases, the matter will be resolved straightaway by this means to the parents' satisfaction. If the Form Teacher or Class Teacher cannot resolve the matter alone, it may be necessary for him/her to consult a Head of Department (academic matters) or a Head/Deputy Head of section (pastoral matters) or the Head of the Preparatory School (EYFS matters).
- Complaints made directly to other teachers (including Subject Teacher, Head of Department, Head of House, Head of Section or member of the Senior Leadership Team) will usually be referred to the relevant Form Teacher or Class Teacher in the Prep. School unless a member of the SLT deems it appropriate for him/her to deal with the matter personally.
- The Form Teacher (or other member of staff dealing with the matter) 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 10 school days or in the event that the Form Teacher (or other member of staff) and the

parent **fail to reach a satisfactory resolution then parents may proceed with their complaint in accordance with 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 Deputy Head: Pastoral (pastoral matters) or Deputy Head: Academic (academic matters) or the Head of the Prep. School (Prep. School and EYFS matters). The Headmaster will be informed of the complaint. The Headmaster and relevant member of the SLT will decide, after considering the complaint, the appropriate course of action to take.
- In most cases the Headmaster, or other member of the Senior Leadership Team, will meet or speak to the parents concerned, normally within **5 school days** of receiving the complaint, to discuss the matter. If possible, a resolution will be reached at this stage.
- It may be necessary for the Headmaster or member of the SLT to carry out further investigations.
- The Headmaster or member of the SLT will **keep written records** of all meetings and interviews held in relation to the complaint.
- Once the Headmaster is satisfied that, as 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. Reasons will be given for the decision.
- If parents are still not satisfied with the decision, they may proceed to Stage 3 of this procedure.
- Where a complaint relates to a decision by the Headmaster to permanently exclude a pupil, the complaint should be made at Stage 3 of the process and following the protocols below.

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 Chair of Governors (The Panel Convenor) to call hearings of the Complaints Panel.
- The matter will then be referred to the Complaints Panel for consideration. The Panel will consist of at least 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. Each of the Panel members shall be appointed by the Chair of Governors. The Panel Convenor, on behalf of the

Panel, will then acknowledge the complaint and schedule a hearing to take place as soon as is practicable and normally within 15 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. Copies of such particulars shall be supplied to all parties not later than 3 working 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 recommendations, which it shall complete within 5 working days of the hearing. The Panel will write to the parents informing them of its decision and the reasons for it. The decision of the Panel will be final.
- Where relevant, The Panel's findings and recommendations, if any, will also be sent in writing to the person complained about. The Panel's findings will also be available for inspection on the School premises by the Governors and Headmaster.

Parents can be assured that all concerns and complaints will be treated seriously and confidentially.

Complaints identified as potentially vexatious or malicious will be referred to the Chair of Governors for assessment. The Chair of Governors, possibly in consultation with other members of the governing body, will determine if the complaint warrants further investigation or dismissal based on established criteria. Complainants will be informed of this decision, including the rationale, and have the opportunity to respond or appeal if necessary.

EYFS: Written complaints about the fulfilment of the EYFS requirements must be investigated and the complainant notified of the outcome of the investigation within 28 working days. The record of complaints must be available for ISI/Ofsted on request.

Written records will be kept of all complaints. Records will indicate whether the complaint was resolved following a formal procedure or proceeded to a Panel hearing. Records will also outline the action taken by the School as a result of the complaint (regardless of whether the complaint was upheld).

Correspondence, statements and records will be kept confidential except where the Secretary of State or a body conducting an inspection under section 109 of the 2008 Education and Skills Act requests access to them or where any other legal obligation prevails.

EYFS

For the EYFS, parents may make a complaint about the provision direct to Ofsted and/or ISI at any stage.

The details for contacting Ofsted and ISI are as follow:

Ofsted

Enquiries Ofsted

National Business Unit

Royal Exchange Buildings

St. Ann's Square

Manchester M2 7LA

Or online at: <http://live.ofsted.gov.uk/onlinecomplaints> Telephone: 08456 404040

E-mail: enquiries@ofsted.gov.uk.

ISI

First Floor

Cap House

9-12 Long Lane

London, EC1A 9HA

Or email info@isi.net Telephone: 020 7600 0100

- Complaints to school about the EYFS must be investigated and must be made available to Ofsted and ISI on request.

- The written record of EYFS complaints and actions taken by the School as a result of these complaints is kept for at least three years, regardless of whether they are upheld. The record will state whether they were resolved at the preliminary stage or proceeded to panel hearing.

Data Protection Complaints

Where the complaint is regarding data protection, the school will acknowledge complaints within 30 days, complaints will be investigated without undue delay and the outcome will be communicated promptly.

Please see the School's Data Protection Policy for more details regarding Data Protection Complaints.

Number of formal complaints (stage 2 or above) during the last school year: 6 (4 at Level 2 and 2 at Level 3)