



**THE HALL SCHOOL**  
**Parental Complaints Procedure**

**AUTHOR:** Chris Godwin, Headmaster

**Policy Ratified by:** SLT

**Date of publication:** September 2020

**Date of next review:** September 2021

**Governor responsible for policy:** Anthony Fobel

This policy is available on the School website and can be made available in large print or other accessible format if required.

## **Introduction**

The Hall School takes parents' concerns, complaints and grievances very seriously and assures all parties that any complaints brought to its attention will be thoroughly investigated. The School will normally adopt the following procedure which applies to all parents of pupils currently at the school, including those in the EYFS. The policy does not apply to the older son of current parents who is no longer in the school.

### **Stage 1 – Informal Resolution**

- It is hoped that most parental concerns will be resolved quickly and informally.
- If parents have a concern, they should contact their son's form/class teacher or subject teacher. In many cases, the matter will be resolved straightaway by this means to the parents' satisfaction. If the form/class teacher or subject teacher cannot resolve the matter alone, it may be necessary for him/her to consult the Head of Department or one of the Deputy Heads (Pastoral or Academic as appropriate) in the Senior School, or the Head of Junior School or Middle School.
- Concerns made directly to the Head, the Deputy Heads, a Head of Department in the Senior School, or to the Head of Junior School or Middle School, may be referred in the first instance to the relevant form/class teacher unless the Head, Deputy Head or Head of Department in the Senior School, or the Head of Junior School or Middle School, deems it appropriate for him/her or another member of the school staff to deal with the matter personally.
- The form/class teacher or subject teacher will if appropriate make a written record of the concern and the date on which it is received. If the matter is not resolved within 7 days or in the event that the form/class teacher, subject teacher or other member of school staff and the parents fail to reach a satisfactory resolution, the parents will be advised to proceed in accordance with Stage 2 of this Procedure. At this point, the concern will become an official Complaint under the formal Complaints Policy procedure and will be recorded and logged as such, as required under the Independent Schools Standards Regulations.

### **Stage 2 – Formal Resolution**

- If the concern cannot be resolved on an informal basis, under Stage 1 of the procedure, the parents should put their points in writing to the Head, making clear that their concern has become a Complaint under the terms of this Complaints Policy. The Head will decide, after considering the complaint, the appropriate course of action to take, and all actions and correspondence undertaken in response to the Complaint will be recorded and logged. All such correspondence and any associated records and statements will be kept confidential by the school, except where the Secretary of State or a body conducting an inspection under Section 162A of the 2008 Education Act, as amended, requests access to them.
- In most cases the Head will meet the parents concerned following receipt by him of the Complaint, to discuss the matter. He will make every effort to do this within three working days of receiving the Complaint. If possible, a resolution will be reached at this stage.

- It may be necessary for the Head to carry out further investigations. He will undertake to do this as quickly as possible
- The Head will keep written records of all meetings and interviews held in relation to the Complaint.
- Once the Head is satisfied that, so far as is practicable, all of the relevant facts have been established, he will make a decision and will inform the parents concerned in writing. The Head will also give reasons for his decision. This stage should be completed within 14 days of the written Complaint being received.
- If the parents concerned are not satisfied with the Head's 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 will be referred to the Chairman of Governors, and should inform him in writing, stating their reasons and making clear that they are making a Complaint under Stage 3 of the school's Complaints Procedure. The Chairman's address for correspondence is available below.
- The Chairman of Governors will then refer the matter to a specially constituted Complaints Panel for consideration. The Panel will consist of three people not directly involved in the matters detailed in the complaint, one of whom will be independent of the management and running of the school. Each of the Panel members will be appointed by the Chairman of Governors. The Chairman of Governors will acknowledge the Complaint on behalf of the Panel and schedule a hearing to take place as soon as practicable, and within 14 days of receipt of the request.
- 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 meeting to consider the matter. Copies of such particulars shall be supplied to all parties not later than 3 days prior to the Panel's meeting.
- The Parents will be asked to attend the Panel hearing, and may be accompanied at the hearing by one other person. This may be a relative or friend. Legal representation is not appropriate in these circumstances.
- 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 which they consider relevant, the Panel will reach a decision and may make findings and recommendations, which it shall endeavour to complete within 14 days of the hearing. The Panel will send its findings and recommendations based on the complaint by electronic mail to the complainant or by other means where appropriate, and, where relevant to the person complained about. The findings and recommendations will also be available for inspection on the school premises by the Governors and the Head.

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 part 7, paragraph 33(k) of the Education (Independent Schools Standards) Regulations 2014, where disclosure is required when a body conducting an inspection of the school under section 162A of the 2002 Act requests access to them or where any other legal obligation prevails.

A written record will be kept of all complaints that are made whether they are resolved following a formal procedure or whether they proceed to a formal hearing. A written record will be made of the action taken by the school as a result of a complaint regardless of whether they are upheld.

The School's Complaints Procedure extends also to children within the Early Years Foundation Stage of the school (i.e. Reception year), and in this respect the following additional points are made:

1. The record of complaints will be kept for at least three years
2. The school is required to notify complainants of the outcome of the investigation with 28 days of having received the complaint
3. The school is required to provide OFSTED and the Independent Schools Inspectorate (ISI), on request, with a written record of all complaints made during a specified period, and the action taken as a result of each complaint
4. Parents who are dissatisfied with the outcome of the Complaints Procedure relating to the fulfilment of the EYFS requirements may make a complaint to OFSTED and/or to ISI if they so wish.

In the last three years the School has not received any complaints that have moved to stage 2 and therefore required formal resolution.

### **Contact details**

- (a) Chairman of Governors:  
Mr Anthony Fobel  
c/o The Hall School  
23 Crossfield Road  
London NW3 4NU
- Email: [office@hallschool.co.uk](mailto:office@hallschool.co.uk)
- (b) OFSTED (Office for Standards in Education)  
[www.ofsted.gov.uk](http://www.ofsted.gov.uk)  
Tel: 08456 014772  
Address: Piccadilly Gate  
Store Street  
Manchester M1 2WD
- Email: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)
- (c) ISI (Independent Schools Inspectorate)  
[www.isi.net](http://www.isi.net)  
Tel: 020 7600 0100  
Address: CAP House  
9-12 Long Lane  
London EC1A 9HA

