

Fyling Hall School

Former Pupil Complaints Procedure



In such a small school we aim to develop an atmosphere in which former pupils can approach the school in the confidence that their complaint will be taken seriously. They have a right to be listened to.

The former pupil should first contact the headmaster or a trustee of the school via formal channels of communication. This should be one of the following:

- A letter addressed to either the Headmaster or Chair of Trustees sent to the school address. Fyling Hall School, Robin Hoods Bay, North Yorkshire, YO22 4QD
- An email sent to one of the following addresses:
headmaster@fylinghall.org
office@fylinghall.org
chairoftrustees@fylinghall.org
- Call the school number 01947 880353 and ask for the Headmaster or the contact details for the Chair of Trustees

Any issues regarding child protection should be brought to the Headmaster or Chair of Trustees personal attention. (see Child Protection Policy).

The School **Designated Senior Lead** for Safeguarding Miss Adele Gilmour (Deputy Head Pastoral) who can be contacted by ringing the school number or on the following email address: a.gilmour@fylinghall.org

If the matter is too personal to talk to any school staff or trustees about, the designated off-site adults should be contacted. Dr C L Moloto is the school doctor and can be contacted by ringing 01947 890329. Alternatively the former pupil may wish to talk in confidence to someone outside school, such as local clergy or the School Trustee with responsibility for Child Protection. Other numbers include Childline (0800 1111), Ofsted (08456 404040) our School Inspectors and the NSPCC (0800 800 500).

If the complaint is relating to an existing member of staff it will be referred straight to the Chair of Trustees.

Complaints from former pupils and parents to the school are important. Consequently they are dealt with thoroughly and expeditiously using the procedure below.

Complaints are recorded by the Headmaster and the action and resolution are recorded. If the complaint is dealt with by telephone a note of the conversation must always be filed.

If a former pupil or parent feels that their complaint has not been handled satisfactorily by the school they should contact the Chairman of Trustees, using the details above or via the school office.

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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 Matron. In many cases, the matter will be resolved straightaway by this means to the parents' satisfaction. If the Form Tutor or Matron cannot resolve the matter alone, it may be necessary for him or her to consult a Head of Department or the Headmaster.
- Complaints made directly to a Head of Department or the Headmaster will usually be referred to the relevant Form Tutor or Matron unless the Head of Department or the Headmaster deems it appropriate for him or her to deal with it personally.
- The Form Tutor or Matron 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 seven working days or, in the event that that the Form Tutor or Matron and the parent fail to reach a satisfactory resolution, then the parents will be advised to 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 Headmaster. The Headmaster will decide, after considering the complaint, the appropriate course of action to take.
- In most cases, the Headmaster will meet with the parents concerned, normally within seven 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 the Headmaster 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 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 in writing. The Headmaster will also give reasons for his decision.
- If parents are still not satisfied with the decision they should proceed to stage 3 of this procedure.

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Stage 3 – Panel Hearing

- If parents seek to invoke stage 3 (following a failure to reach an earlier resolution), they will be referred to Chair of Trustees, who can 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. (Such a person would normally be someone of standing in the local community, who has held positions of responsibility and is used to analysing evidence and putting forward balanced arguments/points.) The Trustees shall appoint each of the Panel Members. The Chairman of Trustees, on behalf of the Panel, will then acknowledge the complaint and schedule a hearing to take place as soon as practicable and normally within seven 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 less than two 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 representations 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 may make recommendations, which it shall complete normally within three working days of the Hearing. (In the case of complaints made which affect our EYFS setting, the school acknowledges that the outcome of the investigation must be notified to the complainant within 28 days.)
- The Panel will send a copy of the findings and recommendations by electronic mail or otherwise give a copy to the complainant, Headmaster and the Trustees informing them of its decision and the reasons for it. (The decision of the Panel will be final.) Where relevant a copy will also be sent by electronic mail or otherwise given to the person complained of.
- A copy of the panel's findings and recommendations is retained by the headmaster in his office and is available for inspection on the school premises.
- The school will also provide Ofsted and ISI, on request, a written record of all complaints made during any specific period, and the action that was taken as a result of each complaint.

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A central register is maintained which allows for a written record to be kept of all complaints, and of whether they are resolved at the preliminary stage or proceed to a panel hearing. This record is kept for at least three years and is checked regularly by one of the School Trustees.

The former pupil can be assured that all concerns and complaints will be treated seriously and confidentially. Correspondence, statements and records will be kept confidential except where the Secretary of state or a body conducting an inspection under section 162A of the 2002 Act, as amended, requests access to them; or where any other legal obligation prevails.

This policy applies to all former pupils. All former pupils may contact ISI (the Independent Schools Inspectorate) if they are not satisfied with the outcome of the procedure outlined above:

Independent Schools Inspectorate
CAP
House 9 - 12
Long Lane
London
EC1A 9HA
Tel: 020 76000100

or

Ofsted
3rd Floor
Royal Exchange Buildings
St Ann's Square
Manchester
M2 7LA

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