

**Redroofs Theatre School
Maidenhead
Berkshire**

**Parents' Complaints and Appeals Policy and Procedure
2017/18**

Reviewed September 2017
Next Review August 2018

Introduction:

Redroofs Theatre School Maidenhead has long prided itself on the quality of teaching and pastoral care provided to its pupils. However, if parents do have a complaint or wish to appeal against a decision, they can expect it to be taken very seriously and treated in accordance with this Procedure. This complaints policy and procedure is available to parents on the school website or as a hard copy directly from the school.

Stage 1 – Informal Resolution:

- It is hoped that most complaints and concerns will be resolved quickly and **informally**.
- If parents have a complaint or concern they should normally contact their child's Tutor initially. In many cases, the matter will be resolved straight away by this means to the parents' satisfaction. If the Tutor cannot resolve the matter alone, it may be necessary for him/her to consult the a senior member of staff if is appropriate.
- Complaints made directly to a member of staff will usually be referred to the relevant Tutor.
- The Tutor 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 7 working days, or in the event that the Tutor and the parent **fail to reach a satisfactory resolution, then parents will be advised to proceed with their complaint or appeal in accordance with Stage 2** of this Procedure.

Stage 2 – Formal Resolution - Preliminary Stage:

- If the complaint cannot be resolved on an informal basis, then the parents should **put their complaint in writing** to the Proprietor. The Proprietor will decide, after considering the complaint, the appropriate course of action to take.
- In most cases, the Proprietor will meet the parents/guardian concerned, normally **within 2 weeks** of receiving the complaint in the school. If possible, a resolution will be reached at this stage.
- It may be necessary for the Proprietor to carry out further investigations.
- The Proprietor will **keep written records** of all meetings and interviews held in relation to the complaint.
- Once the Proprietor 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. The Proprietor will also give reasons for their decision.
- **If parents/guardians are still not satisfied with the decision, they should proceed to Stage 3.**

Stage 3 – Panel Hearing:

- If the parent/guardian seeks to invoke Stage 3 (following a failure to reach an earlier resolution), they will be referred to the Management Advisor, who may invoke a meeting of the Complaints Panel and Appeals Panel.
- Each of the Panel members shall be appointed **by the Management Advisor**, and 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**.
- The Management Advisor, on behalf of the panel, will then acknowledge the complaint or appeal and schedule a hearing to take place as soon as practical and normally within 14 working days of Stage 3 being invoked.
- 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 **2 days** prior to the hearing.
 - **The parents/guardians may be accompanied to the hearing by one other person.** This may be a relative or friend. Legal representation will not be appropriate.
 - If possible, the Panel will resolve the parents' complaint or appeal immediately without the need for further investigation. The Panel's findings and recommendations will be provided to the complainant, and where relevant the person complained about, **within 5 working days of the hearing.** In addition a copy of the findings will be available for inspection on the school premises by the Proprietor and the Management Advisor. The record of complaints will detail whether they were resolved at the preliminary stage or preceded to a panel hearing.

The school keeps a written record of all complaints or appeals for three years, and of whether they are resolved at the preliminary stage or proceed to a panel hearing. Parents/guardians can be assured that correspondence, statements and records relating to individual complaints are to be kept confidential and subject to the Data Protection Act except where the Secretary of State; the DfE or a body conducting an inspection under section 162A of the 2002 Act, as amended, requests access to them.

On request the school provides Ofsted and the Independent Schools Inspectorate (ISI) with a record of all complaints made during any specified period and the action which was taken as a result of each complaint.

If parents are dissatisfied with the procedure at any point of the investigation or feel that intervention at a higher level is appropriate, parents may lodge a complaint with Ofsted (www.ofsted.gov.uk) and/or ISI (www.isi.net). They are

Ofsted
Piccadilly Gate
Store Street
Manchester M1 2WD

General Helpline 0300 123 1231

Text/phone 0161 618 8524

Independent Schools Inspectorate

Ground Floor

CAP House

9-12 Long Lane

London EC1A 9HA

Phone 020 7600 0100

Current Post Holders

Proprietor – Ms Carolyn Mayling and Ms S Keston

Head of School - Ms Sandra Foley

Head of Vocational and Part time School – Ms Ellie Mayling

Reviewed: September 2017

This policy must be reviewed no later than: August 2018