







In most cases, the Head will either meet with or speak to the parents concerned within ten 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 Head, or their nominee, to carry out further investigations and further discussions with parents if required.

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 the relevant facts have been established, a decision will be made, and parents will be informed of this decision in writing.

The Head will also give reasons for his/her decision. In most cases, the Head will make his/her decision and provide the parents with reasons within 20 working days of the complaint being put in writing.

Dismiss the complaint(s) in whole or in part;  
Uphold the complaint(s) in whole or in part; and  
May make recommendations.

The Panel (through the Clerk) will write to the parents informing them of its decision and the reasons for it, within seven working days of the hearing (although additional time may be required if it is necessary to carry out further investigations following the hearing). The

any) will be sent by electronic mail or otherwise given to the parents, the Chair of Governors and the Head Master (MTS) or Head (MTP).

### **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.

### **Recording Complaints and use of personal data**

Following resolution of a complaint, the School will keep a written record of all formal complaints (i.e. those that proceed to Stage 2 and beyond) and any action taken by the School as a result of the complaint (regardless of whether the complaint is upheld). These will be kept for seven years.

The School processes data in accordance with its Data Protection Policy. 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:

- Date when the issue was raised
- 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



Dated: July 2024

**COMPLAINTS MADE REGARDING EARLY YEARS PROVISION (EYFS)**

Parents of EYFS children (Nursery and Reception Class) should follow the three stages of this 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.

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 Notice.

Parents may complain directly to Ofsted or to ISI if they believe the School 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)  
ISI can be contacted on 020 7600 0100 or by email: [concerns@isi.net](mailto:concerns@isi.net)





5. The Panel will conduct the hearing fairly and carefully. However, as the hearing does not form part of formal legal proceedings, the Panel will not be bound by the strict rules of evidence and will reach its decision on the civil standard of proof namely the balance of probabilities. It will give such weight as it considers appropriate to the evidence in whatever form it is tendered.
6. The Clerk to the Governors will take notes at the hearing. The note-verbatim note but rather an accurate reflection of what was discussed. Minutes of the hearing should then be prepared following the hearing and circulated to all parties including parents.
7. Parents are not entitled to record the hearing or require the school to record the hearing. This is because the minutes prepared by the note taker are the official record of what was discussed.
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