Inspired Education Group UK –
Complaints Procedure

Principles

The Inspired Education Group UK provides a clear, transparent and professional process for dealing with complaints relating to its schools.

All schools aim to work collaboratively in partnership with parents[1]. However, it is recognised that issues may arise which are not resolved to the satisfaction of parents, and that they will wish to make a formal complaint. If parents or pupils do have a complaint, it will be treated in accordance with the procedures detailed below. Any matter about which a parent of a pupil is unhappy and seeks action by the school is a complaint, and in the scope of the procedure, however the school labels it.

Responding to complaints will be given the highest priority and will be dealt with comprehensively.

The days specified in this policy refer to days that the school is in session. Complaints will be acknowledged within 5 working days if received during term time and as soon as practicable during holiday periods. The target is to complete the first two stages of the procedure within 28 days if the complaint is lodged during term-time and as soon as practicable during holiday periods.

EYFS

Written complaints relating to the fulfilment of EYFS requirements must be investigated and complainants notified of the outcome within 28 days of having received the complaint. The record of complaints must be made available to Ofsted or the relevant childminder agency on request.

Process

Stage 1 – Informal Resolution

- We hope that most complaints and concerns will be resolved quickly and informally.
- If parents have a complaint they should normally contact their child's teacher or tutor. In many cases, the matter will be resolved immediately by this means to the parents' satisfaction. If the teacher/tutor cannot resolve the matter alone, it may be necessary to consult the Head.
- Complaints made directly to the Head will usually be referred to the relevant teacher/tutor unless the Head deems it appropriate to deal with the matter personally.
- The teacher/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 immediately, receipt of the complaint will be acknowledged within 5 days and a response provided within 10 working days. If a response cannot be provided within that time, or in the event that the teacher/tutor and the parent fail to reach a satisfactory resolution then parents will be advised to proceed with their complaint in accordance with Stage 2 of this procedure.

[1] Reference in this document to a parent includes (for the sake of convenience) a child's guardian.

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 Head. The Head will decide, after considering the complaint, the appropriate course of action to take.
- In most cases, the Head will meet with the parents concerned, normally within two 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 to carry out further investigations, in which case a definitive answer will be given within 10 further working days.
- 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, a decision will be made and parents will be informed in writing. The Head will also give reasons for their decision.
- If parents are still not satisfied with the resolution of the Head, they may opt to proceed to Stage 3 of this procedure.

Stage 3 – Panel Hearing

- If, following a failure to reach an earlier resolution with the Head, the parents seek to invoke Stage 3, then the matter will be referred to the Complaints Panel for consideration. The Head will explain the process, which will involve writing to the Chair of Governors with all relevant information, via governors@inspirededu.com
- The Chair of Governors will then convene a panel to consider the complaint. The Panel will consist of at least three people who were not directly involved in the matters detailed in the complaint, one of whom must be independent of the management and running of the school.
- The Chair of the Panel will acknowledge the complaint and schedule a hearing to take place as soon as practicable and normally within 14 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 three 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 is not permitted.
- 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 proceed.
- After due consideration of all facts considered relevant, the Panel will reach a decision and may make recommendations, which it shall complete within 14 working days of the hearing. The Panel will write to the parents informing them of its decision and the reasons for it.
- The Panel's findings and recommendations will be sent in writing to the complainant, the Head and, where relevant, the person regarding whom the complaint was made. A copy of any complaint and findings/recommendations will be available for inspection on the school premises by the proprietor and the Head, and also made available to Inspectors, on request.
- This exhausts the complaints procedure after the decision has been communicated in writing.

Complaints about the Head

In the event that parents have a complaint about the Head, the three-step process above will apply. In the first instance, parents should seek informal resolution by speaking directly with the Head about their concerns (stage 1). If a resolution cannot be reached, parents should put their complaint in writing to the Chair of Governors via governors@inspirededu.com, who will conduct investigations as per stage 2. If parents are still not satisfied, the matter will be referred to a complaints panel, as outlined in stage 3.

Recording of Complaints

All complaints which have reached stages 2 or 3 are duly recorded in the Complaints Register, including the outcome of the individual complaint and any actions taken as a result, regardless of whether they are upheld. The stage at which the complaint is concluded is recorded, whether at stage 2 (Formal Resolution) or Stage 3 (Panel Hearing).

Parents can be assured that all concerns and complaints will be treated seriously and confidentially. Correspondence, statements and records will be kept confidential; the exceptions to confidentiality are the Secretary of State and an inspection body under section 109 of the 2008 Act.

Information regarding the number of formal complaints received in the previous academic year is available by contacting the school directly via the contact details on their website.

The School will provide OFSTED and ISI on request with a written record of any complaints made during a specified period and the action that was taken as a result.

Time Limit for Raising Complaints

Complaints must be raised while the student is actively enrolled at the School. Once an individual has left the School (i.e. is no longer considered a current student at the School), parents will not be eligible to submit a complaint to the School. This policy ensures that concerns are addressed in a timely and constructive manner while the student is still part of the School's community.

Contact details:

OFSTED

Ofsted - GOV.UK (www.gov.uk)

Education: 0300 123 4666
General enquiries: 0300 123 1231

ISI

https://www.isi.net/contact

Address: Schools Inspectorate
CAP House
9 – 12 Long Lane
London
EC1A 9HA

Tel: 020 7600 0100

Number of formal complaints in the last academic year: 3