



# Talbot House Preparatory School

Member of the Broadway Education Group

## Complaints Policy

### Applies to:



This policy applies to all members of our school community, including those in our Early Years (EY) setting, extracurricular activities inclusive of those outside of the normal school hours and our wraparound care provision.

### Available from:

This document is available to all interested parties on the school's website or from the School Office.

### Monitoring and Review:

This policy will be subject to continuous monitoring, refinement and audit by the Head teacher. The proprietors will undertake a formal review of this policy for the purpose of monitoring the efficiency with which the related duties have been discharged, by no later than one year from the date shown below, or earlier if significant changes to the systems and arrangements take place, or if legislation, regulatory requirements or best practice guidelines so require.

<b>Adopted by:</b> (signatures)		
<b>Headteacher:</b> 	Mrs T. Wilson	<b>Date:</b> September 2024
<b>Executive of the Board:</b> 	Mrs J. Broadway	<b>Date:</b> September 2025

Location of record of complaints in school	Head's PA Office
Number of formal complaints received in the preceding school year (2023-24)	0
Date policy last updated (including update for number of complaints as above)	September 2024

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# COMPLAINTS PROCEDURE

*All parents are provided with a copy of this policy as part of the admissions process.*

## Introduction

Talbot House Preparatory School has long prided itself on the quality of the teaching and pastoral care provided to its pupils. However, if parents do have a complaint, they can expect it to be treated by the school in accordance with this Procedure.

Timescales: We aim to resolve any complaints in a timely manner. Timescales for each stage of the Complaints Procedure are set out below in the relevant paragraphs. For the purposes of this procedure, a "working day" is defined as a weekday during term time, when the School is open. The definition of "working day" excludes weekends and Bank Holidays. For the avoidance of doubt, term dates are published on the School's website, and information about term dates is made available to parents and pupils periodically.

For the avoidance of doubt, should parents wish to make a complaint against the headteacher, please refer the matter to Mrs Jo Broadway  
[jo.broadway@broadway-education.com](mailto:jo.broadway@broadway-education.com)

All complaints commence at Stage 1 - informal resolution.

## 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 son/daughter's Form Teacher. In many cases, the matter will be resolved straightaway by this means to the parents' satisfaction. If the Form Teacher cannot resolve the matter alone, it may be necessary for him/her to consult the Deputy Head or Headteacher.
- Complaints made directly to the Deputy Head or Headteacher will usually be referred to the relevant Form Teacher unless the Deputy Head or Head deems it appropriate for him/her to deal with the matter personally.
- The Form Teacher 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 days or in the event that the Form Teacher 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.

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## 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 speak to the parents concerned, **normally within 7 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.
- 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 of this decision in writing. The Head will also give reasons for his decision.
- This should normally be completed within two weeks of receiving the complaint, however, depending on other external factors (such as school holidays); this may take up to four weeks to complete.
- **If parents are still not satisfied with the 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 person appointed by the School to 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. Each of the Panel members shall be appointed by the nominated person, on behalf of the Panel, will then acknowledge the complaint and schedule a hearing to take place as soon as practicable and normally within 14 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 7 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 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 facts they consider relevant, the Panel will reach a decision and may make recommendations which it shall complete within 7 days of the Hearing. The Panel will write to the parents informing them of its decision and the reasons for it. (The decision of the Panel will be final.) The Panel's findings and

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recommendations will be provided to the complainant and, where relevant, the person complained about. They will also be made available for inspection on the school premises by the proprietor 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 by the Secretary of State and inspectors operating under section 109 of the 2008 Act.**

**The school keeps a written record of all complaints, indicating whether they were resolved following a formal procedure or whether they proceeded to a panel hearing.** The written record will identify the action taken by the school as a result of these complaints (regardless of whether they were upheld).

### **Talbot House School Nursery EYFS - Addendum to Complaints Procedure**

Parents of Children in Pre-Prep (EYFS) are entitled to make a complaint to ISI (The inspecting authority) and Ofsted about the provision. Written complaints about the fulfilment of the EYFS requirements must be investigated and the complainant notified of the outcome of the investigation within 28 days.

The contact details for both organisations are:

#### **Independent Schools Inspectorate**

CAP House  
9 - 12 Long Lane  
London  
EC1A 9HA

**Telephone 0207 600 0100**

Complaints procedure homepage:-

<http://www.gov.uk/government/organisation/ofsted/about/complaints-procedure>

#### **Ofsted**

Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

General helpline 0300 123 1231

Any complaint made about the Nursery or Reception (EYFS) will be kept on record for at least three years.

The school will provide ISI (and Ofsted for EYFS), on request, with a written record of all complaints made during any specified period, and the action which was taken as a result of the complaint.

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