



ESTABLISHED 1906

**Lord's Independent School**

## **COMPLAINTS POLICY AND PROCEDURE:**

Lord's Independent School

August 2023

LORD'S SCHOOL  
PREP SCHOOL/SENIOR SCHOOL

## Introduction

The school aims to achieve the highest quality of teaching and pastoral care for its pupils. If parents do, however, have a complaint, they can expect it to be treated by the school in accordance with the following procedure.

### Who should a complaint be directed to?

Complaints should be addressed to the appropriate person(s), as follows:

Initial complaint	Discussion with teacher
Complaint about teachers	Deputy Head
Complaints about the Deputy Head	Head of School
Complaints about the Head of School	Principal

### 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 the Head of Lord's School who will discuss the matter with the relevant Tutor/Subject Teacher/member of staff. In many cases, the matter will be resolved by this means to the satisfaction of both parties. Should the matter not be resolved within 10 school days, or in the event that a satisfactory resolution cannot be reached, then parents may wish to proceed with their complaint in accordance with Stage 2 of this procedure.
- The Form Tutor/Subject Teacher/member of staff 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 10 school days or in the event that the Form Tutor/Subject Teacher/member of staff 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.
- Complaints made directly to the Head will usually be referred to the member of staff in question.

### 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/speak to the parents concerned, normally within 10 school 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 an independent person 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/her decision. 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), the complaint will 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.

If the Panel considers 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 14 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, if any, recommendations will be sent in writing to the parents, the Head and, where relevant, the person complained of.

**Parents can be assured that all concerns and complaints will be treated seriously and confidentially. Correspondence, statements, and records relating to individual complaints will be kept confidential except to the extent required by paragraph 7 of the Education (Independent Schools Standards) (England) Regulations 2003 (as subsequently amended), by the Secretary of State or where disclosure is required by the ISI under Section 162A of the Education Act 2002 (as amended), or under other legal authority.**

The record of any such complaints will be kept for at least 3 years.

Any complaints that may be considered as a Child Protection matter will immediately be reported to the relevant authorities and the school will work with these authorities to ensure the safety of the child.

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