COMPLAINTS PROCEDURE

APPLICABILITY: All Staff, Governors and Parents

AUTHOR: Headmaster

REGULATORY REQUIREMENTS: 33a

1. During 2025-2026, the School received (3) formal complaints.

2. This Policy is intended to provide information to parents, carers or guardians (referred to in this policy as "parents") about the Complaints Procedure used by Tettenhall College ("the School").

3. Tettenhall College has long prided itself on the quality of the teaching and pastoral care provided to its pupils. However, if parents do have a concern, they can expect it to be treated by the School with care and in accordance with this procedure. Tettenhall College makes its Complaints Procedure available to all parents of pupils and of prospective pupils on the School's website and in the School Office during the School day, and Tettenhall College will ensure that parents of pupils and of prospective pupils who request it are made aware that this document is published or available and of the form in which it is published or available.

4. In accordance with paragraph 32(1)(b) of Schedule 1 to the Education (Independent School Standards) Regulations 2014, Tettenhall College will make available to parents of pupils and of prospective pupils and provide, on request, to the Chief Inspector, the Secretary of State or an independent inspectorate, details of the Complaints Procedure and the number of complaints registered under the formal procedure during the preceding school year.

<u>What Constitutes a Complaint?</u>

5. A complaint is an expression of dissatisfaction with a real or perceived problem. It may be made about the School as a whole, about a specific department or about an individual member of staff, and any matter about which a parent is unhappy and seeks action by the School is within the scope of this procedure. A complaint is likely to arise if a parent believes that the School has done something wrong, failed to do something that it should have done or has acted unfairly.

6. Parents can be assured that all concerns and complaints will be treated seriously and confidentially. The School is here for your child and you can be assured that your child will not be penalised for a complaint that you or your child raises in good faith.

<u>The Three-stage Complaints Procedure</u>

Stage 1 - Informal Resolution

7. It is hoped that most concerns will be resolved quickly and informally by your son/ daughter's Room Leader, Tutor or Subject Teacher. If not:

8. **Senior School** - Parents should normally contact their son/ daughter's Head of Section or Head of Sixth Form, or, for subject-specific concerns, the relevant Subject Leader. In many cases, the matter will be resolved straightaway by this means to the parents' satisfaction. If the Head of Section/ Head of Sixth Form/ Subject Leader cannot resolve the matter alone it may be necessary for him/ her to consult an Assistant Head/the College Deputy.

9. Concerns made directly to an Assistant Head/ the Headmaster will usually be referred to the relevant Head of Section/ Head of Sixth Form/ Subject Leader, unless the Assistant Head/the College Deputy deems it appropriate for them/ him/ her to deal with the matter personally.

10. The Heads of Section/ Head of Sixth Form/ Subject Leaders will keep a written record of all concerns and the date on which they were received. Should the matter not be resolved within 5 working days, or in the event that a satisfactory resolution is not reached with the parents, then parents are advised to proceed in accordance with stage 2 of the Complaints Procedure.

11. **Preparatory School** - Parents should normally contact the relevant Assistant Head. In many cases, the matter will be resolved straightaway by this means to the parents' satisfaction. If the Assistant Head cannot resolve the matter alone it may be necessary for him/ her to consult the Head of Preparatory School.

12. Concerns made directly to the Head of Preparatory School will usually be referred to the relevant Assistant Head, unless it is deemed appropriate for him to deal with the matter personally.

13. The Assistant Heads will keep a written record of all concerns and the date on which they were received. Should the matter not be resolved within 5 working days, or in the event that a satisfactory resolution is not reached with the parents, then parents are advised to proceed in accordance with stage 2 of the Complaints Procedure.

14. **Bursar's Office** – If parents have a concern about a support service, they should normally contact the Bursar. In many cases, the matter will be resolved straightaway by this means to the parents' satisfaction.

15. The Bursar will keep a written record of all concerns and the date on which they were received. Should the matter not be resolved within 5 working days, or in the event that a satisfactory resolution is not reached with the parents, then parents are advised to proceed in accordance with stage 2 of the Complaints Procedure.

Stage 2 - Formal Resolution

16. If the concern cannot be resolved on an informal basis then the parents should put a complaint in writing to the Headmaster. If, however, the complaint is against the Headmaster, parents should make their complaint directly to the Chairman of Governors (see paragraph 22).

17. The Headmaster will decide, after considering the complaint, the appropriate course of action to take.

18. In most cases, the Headmaster will speak to the parents concerned, within 5 working days of receiving the complaint, to discuss the matter. If possible, a resolution will be reached at this stage.

19. It may be necessary for the Headmaster to carry out further investigations.

20. The Headmaster will keep written records of all meetings and interviews held in relation to the complaint.

21. Once the Headmaster 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 Headmaster will also give reasons for his/ her decision.

22. If the complaint is against the Headmaster, parents should make their complaint directly to the Chairman of Governors. The Chairman of Governors will call for a full report from the Headmaster and for all the relevant documents. The Chairman may also call for a briefing from members of staff, and will in most cases, speak to or meet with the parents to discuss the matter further. Once the Chairman is satisfied that, so far as is practicable, all of the relevant facts have been established, the parents will be informed of the decision in writing. The Chairman will give reasons for his/ her decision.

23. If parents are still not satisfied with the decision, they should proceed to Stage 3 of this procedure.

Stage 3 - Panel Hearing

24. If parents seek to invoke Stage 3 (following a failure to reach an earlier resolution) they will be referred to the Clerk to the Governors who has been appointed by the Governors to call hearings of the Complaints Panel.

25. The matter will then be referred to the Complaints Panel for consideration. The Panel will consist of two Governors not directly involved in the matters detailed in the complaint and one person independent of the management and running of the School. The Clerk to the Governors, on behalf of the Panel, will then acknowledge the complaint and schedule a hearing to take place within 14 working days.

26. 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 5 working days prior to the hearing.

27. The parents may attend the hearing and be accompanied to the hearing by one other person if they wish. This may be a relative, teacher or friend. Legal representation will not normally be permitted. Unless the parent later indicates that they are now satisfied and does not wish to proceed further, the panel hearing will take place notwithstanding that a parent may subsequently decide not to attend the hearing. If necessary, the panel should consider the parent's complaint in absentia and issue findings on the substance of the complaint, thereby bringing the matter to a conclusion. The requirement for the panel to proceed does not prevent the School from accommodating parental availability for dates or considering comments concerning panel composition.

28. If possible, the Panel will resolve the parents' complaint without the need for further investigation. Where further investigation is required, the Panel will decide how it should be carried out.

29. After due consideration of all facts they consider relevant, the Panel will make findings and may make recommendations.

30. The Panel will write to the parents informing them of its decision and the reasons for it, within 5 working days of the hearing (although additional time may be required if it is necessary to carry out further investigations following the hearing). The decision of the Panel will be final. A copy of the Panel's findings and recommendations (if any) will be sent by electronic mail or otherwise given to the parents, and, where relevant, the person complained about as well as the Chairman of Governors and the Headmaster. A copy of the Panel's findings and recommendations (if any) will also be available for inspection on the School premises by the Chairman of Governors and the Headmaster. Subject to paragraph 31 the Panel's decision is final and no further communication will be entered into by the School.

Timeframe for Dealing with Complaints

31. All complaints will be handled seriously and sensitively. They will be acknowledged within 5 working days if received during term time and as soon as practicable during holiday periods.

32. It is in everyone's interest to resolve a complaint as speedily as possible: the School's target is to complete the first two stages of the procedure within 20 working days. Stage 3, the Appeal Panel Hearing, will be completed within a further 20 working days. Whilst every effort will be made to try and meet these targets they are not binding timescales and where it is necessary to ensure that the complaint is dealt with fairly more time may be required.

33. Please note that, for the purposes of this procedure, 'working days' refers to weekdays (Monday to Friday, not including public holidays) during term time.

34. This Complaints Policy is not intended to form part of the contract between parents and the School but to represent good practice and the School reserves the right to alter the procedures set out in whole or in part where appropriate.

35. The College will investigate complaints relating to their fulfilment of the EYFS requirements and notify complainants of the outcome of the investigation within 28 days of having received the complaint.

Recording Complaints

36. Following resolution of a complaint, the School will keep a written record of all formal complaints, whether they are resolved at the formal resolution stage or proceed to a panel hearing, and any action taken by the School as a result of the complaint (regardless of whether the complaint is upheld). At the School's discretion, additional records may be kept which may contain the following information:

a. Date when the issue was raised;

b. Name of parent;

c. Name of pupil;

d. Description of the issue;

e. Records of all the investigations (if appropriate);

f. Witness statements (if appropriate);

g. Name of member (s) of staff handling the issue at each stage; and

h. Copies of all correspondence on the issue (including emails and records of phone conversations).

37. Correspondence, statements and records relating to individual complaints will be kept confidential except where the Secretary of State or a body conducting an inspection under section 109 of the Education and Skills Act 2008 requests access to them.

38. Tettenhall College will provide ISI/ Ofsted, on request, with a written record of all formal complaints 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 for at least three years.

39. Parents may complain directly to Ofsted or to ISI if they believe the provider is not meeting the EYFS requirements. Schools must make available details of how to contact Ofsted and/ or the ISI:

a. Ofsted may be contacted on 0300 123 1231 or by email: enquiries@ofsted.gov.uk.

b. ISI may be contacted on 020 7600 0100 or by email: concerns@isi.net

APPROVED BY:	
SIGNATURE	
NAME	
DATE	