



Winbury School  
Bray, Berkshire

## Complaints Procedure

### Introduction

The Head Teacher and staff at Winbury work hard to build positive relationships with parents. The School has long prided itself of the quality of teaching and pastoral care and strongly believes that children learn best when they are happy and when parents work with the School to support their development. It is vital for parents to share and discuss any problems with their child's teacher or with the Head Teacher. The vast majority of problems can then be resolved quickly and effectively. It is our sincere hope that this happens and problems are resolved without recourse to formal procedures. However, if parents have a complaint, they can expect it to be treated by the School in accordance with the Procedure.

### Aims and Objectives

Our school aims to be fair, open and honest when dealing with any complaint. We give careful consideration to all complaints and deal with them as swiftly as possible. We aim to resolve any complaint through dialogue and mutual understanding and, in all cases, we put the interests of the child above all other issues. We provide sufficient opportunity for any complaint to be fully discussed, and then resolved.

### The Complaints Procedure

#### Stage One: 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 child's Class Teacher. In many cases, the matter will be resolved straight away to the parents' satisfaction. If the Class Teacher cannot resolve the matter alone, it may be necessary for her to consult the Head Teacher.

Complaints made directly to the Head Teacher will usually be referred to the relevant Class Teacher unless the former deems it appropriate for her to deal with the matter personally.

The Class 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 14 days or in the event that the Class Teacher and the parent fail to reach a satisfactory resolution, then parents will be advised to proceed with their complaint in accordance with stage two of this Procedure.

#### Stage Two: Formal Resolution

If the complaint cannot be resolved on an informal basis, then the parents should put their complaint in writing to the Head Teacher. The Head Teacher will decide, after considering the complaint, the appropriate course of action.



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In most cases, the Head Teacher will speak to the parents concerned, normally within three 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 Teacher to carry out further investigations.

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

Once the Head Teacher 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 Teacher will also give reasons for her decision.

If parents are still not satisfied with the decision, they should proceed to Stage Three of this Procedure.

### **Stage Three: Panel Hearing**

If parents seek to invoke Stage Three (following a failure to reach an earlier resolution), they will be referred to Mr John McHendry, who has been authorised 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. Panel members shall be appointed by the School Management. Mr McHendry, 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 three days prior to the hearing.

The parents may be accompanied at 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 the 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 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 Teacher, and, where relevant, the person complained of.



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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 of the School by paragraph 7(2)(j) of the Education Independent Schools Standards Regulations 2003; where disclosure is required in the course of the School's inspection; or where any other legal obligation prevails.

**Paula Prewett, Head Teacher**

**Dated: 17 November 2010**



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## Number of Complaints Registered Under Formal Procedure

<b>Academic Year</b>	<b>Number of Complaints</b>
2005 - 2006	0
2006 - 2007	0
2007 - 2008	0
2008 - 2009	0
2009 - 2010	1