

All schools and colleges should aim to work collaboratively in partnership with parents. However it is recognised that there are times when there will be issues that are not resolved to the satisfaction of parents and that they will wish to make a complaint. If parents or pupils do have a complaint, the school will treat it in accordance with the policy and procedures detailed below. A copy of this procedure is available from the Schools or Colleges individual website, in hard copy from the School or College or from the Head Office of Alpha Plus Group. Responding to complaints will be given the highest priority by the school or college and will be dealt with comprehensively.

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 form teacher. In many cases, the matter will be resolved immediately by this means to the parents' satisfaction. If the form teacher cannot resolve the matter alone, it may be necessary for them to consult the Head/Principal.
- Complaints made directly to the Head/Principal will usually be referred to the relevant Form teacher unless the Head/Principal deems it appropriate 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 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 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.

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/Principal. The Head/Principal will decide, after considering the complaint, the appropriate course of action to take.
- In most cases, the Head/Principal 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/Principal to carry out further investigations, in which case a definitive answer will be given within 10 further working days.
- The Head/Principal will keep written records of all meetings and interviews held in relation to the complaint.
- Once the Head/Principal is satisfied that, so far as is practicable, all of the relevant facts have been established, a decision will be made and parents

COMPLAINTS PROCEDURE POLICY

will be informed of this decision in writing. The Head/Principal will also give reasons for their 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), they will be referred to the Chief Executive of the Alpha Plus Group, who will call a hearing of the Complaints Panel.
- The matter will then be referred to the Complaints Panel for consideration. The Panel will consist of the Chief Executive Officer of Alpha Plus Group, the Director of Operations and one other person independent of the management and running of the school / college.
- The Chief Executive, 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 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 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 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 made available to Inspectors, on request.

Stage 4 - Final Appeal

If the parents continue to be dissatisfied the final stage may be invoked. The parent has a further five days to write to the Chairman of Governors outlining not only the grievance but the ways in which the parent feels that the first three stages of the procedure have not been satisfactorily addressed. The matter will be reviewed by a specially convened meeting of not less than three Governors, at least two of whom will be independent (i.e. other than the Chairman and Deputy Chairman). The process will take no longer than 28 days and the final decision will be communicated in writing.

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Recording of Complaints

Written records will be kept of complaints, and of whether they are resolved at a preliminary stage or proceed to a panel hearing. A copy will be kept on the school/college premises available for school/college inspection.

All statements, correspondence and records in relation to individual complaints are kept confidential except where the Secretary of State or a body conducting an inspection under section 162A of the 2002 Act, as amended, request access to them.

In the Early Years Foundation Stage (EYFS) records of complaints will be kept for at least 3 years. Parents can make a complaint to OFSTED and ISI please see contact details below. The school will notify the complainants of the outcome of an investigation within 28 days of having received the complaint. All statements, correspondence and records relating to individual complaints are kept confidential except where the Secretary of State or a body conducting an inspection under section 162A of the 2002 Act as amended, requests access to them. The School will provide OFSTED and ISI on request with a written record of any complaints made during a specified period and the action which was taken as a result.

Contact details:

OFSTED

Address: Royal Exchange Buildings
Manchester
M2 7LA

Education: 08456 40 40 45

Other enquiries: 08456 40 40 40

ISI

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

Tel: 020 7600 0100

Fax: 020 7776 8849

COMPLAINTS PROCEDURE POLICY

Interpretation

In this policy:

“parent” includes a guardian or carer.

“pupil” includes “student.”

This policy applies in all schools, colleges other work environments within the Group.

This policy applies within the following companies, which are wholly owned subsidiaries of Alpha Plus Holdings Limited, a company registered in England, registered number 4418776, that is to say:

Alpha Plus Group Limited, registered number 438111

Alpha Plus Education Limited, registered number 05290340

A.W. & P. Patton Ltd registered number 507496

Alpha Plus Schools Limited, registered number 3867464,

And the terms “Group” and “Company” should be interpreted accordingly, dependent on the employing company.

The registered office of all companies is 50 Queen Anne Street, London W1G 8HJ. Any enquiries regarding the application of this policy should be addressed to the Head of HR at that address.