REGENT PRIMARY SCHOOL

Complaints Policy

Reviewed by Registrar: November 2025
Previous Review: August 2022
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Date of Next Review:February 2026

AIMS

The aim of this policy is to provide a clear understanding of how concerns from parents or members of the public can be raised with the school. It sets out how to start the process, who to contact and how to escalate the query if required. It also explains how these matters will be addressed.

POLICY STATEMENT

At The Regent School, we undertake to provide a friendly and safe environment in which pupils will be helped to achieve their potential, both academically and socially. We recognise that sometimes things can go wrong and parents, guardian and members of the public may need to make a complaint or raise concerns they have with the school. This policy tells you what to do if this happens.

GUIDANCE

The handling of all complaints will take place under the overall jurisdiction of the Headmaster. If the Headmaster is the subject of the complaint, the complaint should be made direct to the Proprietress.

Most complaints can be **resolved informally** and quickly by discussion with the member of staff concerned, the relevant Head of Department, Senior Teacher or the Headmaster. The Parent or Guardian should make an appointment to discuss their concerns with the member of staff who knows about the issue or incident. If the complaint relates to a pupil, ideally the member of staff concerned should be the one who is directly involved with the pupil; in the first instance, this would be the class teacher, depending on the nature of the concern.

In the event that a matter cannot be resolved informally then the following procedures should be utilised-

FORMAL STAGE

There are three formal stages:

Stage 1 - Involvement of Head of Department

If the parent remains dissatisfied after the informal stage, they, or the member of staff, can refer the matter to the Head of the Department in writing, as this will assist in making the situation clear to all involved parties. It may also allow the Head of Department to conduct preliminary investigations with other pupils or staff and so shorten the overall time it takes to resolve the complaint. Written complaints addressed to the appropriate Head of Department will be acknowledged within 24 hours, and a full response will be provided within 5 working days.

The Head of Department will first offer a meeting with the parent or other complainant at a mutually convenient time to discuss and clarify the issues.

If the issue is complex then, after the initial meeting, the Head of Department may need to speak to other staff and pupils to investigate the concerns. The Head of Department should give a timescale for when such investigations will be completed.

At a follow-up meeting, all parties will agree on an acceptable outcome that is to the satisfaction of all involved. This should be written down and subsequently distributed to all parties.

Stage 2 - **Involvement of Headmaster/Senior Teacher**

After meeting with the Head of Department, if the complaint is still not resolved to the complainant's satisfaction, the complaint can be referred in writing to the Headmaster/Senior Teacher, at the school address. This escalation to the Headmaster or Senior Teachers applies where the matter remains unresolved at Stage 1.

The Headmaster/Senior Teacher will offer to meet with the parent/ guardian or other complainant, at a mutually convenient time.

Following the investigation, the Headmaster/Senior Teacher will convene a further meeting with the complainant and provide a written response within 10 working days, giving their decision and ruling on the matter, including an explanation of the reasons for the ruling.

Stage 3 - Involvement of the Proprietress

If after the above procedures have been followed and no satisfactory outcome achieved, the matter may be referred in writing to the Proprietress. The Proprietress will follow the steps detailed in 2 above (Involvement of the Headmaster/Senior Teacher) and will convene a panel hearing, which will include at least one independent member. Following the hearing, the final decision will be communicated to the complainant within 5 working days of the hearing.

Stage 4 – A Hearing before a Panel

If after the above procedures have been followed and no satisfactory outcome achieved, the parent may request a hearing before a panel, consisting of a minimum of three members, one of whom is to be independent of the leadership team and board of The Regent Primary School. For this purpose, an independent person may be the Head, senior member of staff or Board member of one of The Regent Primary School's sister schools. No member of staff involved in the initial investigation is to be a member of the panel. The complainant may, if they wish, chose to be accompanied in the meeting, however they should inform the school in writing, outling who will be accompanying them and their relationship to the complainant at least 48 hours prior to the panel hearing if they wish to do so.

Expiration of Complaint

If the involvement of the panel equally brings no satisfactory resolution, the Proprietress, as Owner of the School, has the authority to determine that all reasonable steps have been taken by the school to resolve the complaint and to declare the matter closed or to take such other action as she sees fit.

Keeping Records of the Complaint

At all stages of the complaint, written records must be kept with key infomration such as the details of the complainant and their complaint, dates, actions taken and any resolution. For Stage 1 complaints, these are documented by the Head of Department and can be requested by SLT in the event of further investitgation. For Stage 2 and higher, records are kept on the complaint log, which is kept by the Headmaster.

Age of the Complaint

The school will not investigate complaints made more than one calendar month after the alleged incident took place.

Manner of Complaining

The Regent School has a zero-tolerance policy towards the use of aggression, physical and verbal abuse and all forms threatening behaviour by parents or visitors. including prejudice, unlawful discrimination, and any form of harassment, bullying, or victimisation.

The School will decline to investigate any complaint that is made using such behaviour. In such cases, the procedures outlined in the School's Parental Acceptable Behaviour Policy will be followed.