

Policy Statement

Caterham School recognises that parents will, from time to time, have concerns about the progress, achievement, behaviour or welfare of their son or daughter. Parents are encouraged to make those concerns known to staff so that they can be addressed in partnership with the school.

For the purpose of our Complaints Policy and procedures the term 'parents' includes guardians. The procedure does not apply to parents of prospective pupils. The complaints procedure does apply to past pupils if the complaint was initially raised when the pupil was still registered, and it does not cover exclusions.

This policy works in conjunction with the Safeguarding Policy, the Whistleblowing Policy and the Complaints Policy for Pupils.

At Caterham School we:

- Take all concerns and complaints seriously.

- Make every effort to deal with complaints informally and at an early stage, in the spirit of partnership.

- Written complaints about the fulfilment of the EYFS requirements will be investigated and the parent/complainant notified of the outcome of the investigation within 28 days. The record of complaints must be made available to Ofsted and ISI on request.

- Resolve all Stage 1 complaints within 28 working term-time days of the complaint being received and acknowledged.

- Ensure that complaints are dealt with in line with the procedures set out in this document.

- Ensure that complaints are resolved either to the complainant's satisfaction or with an otherwise appropriate outcome which balances the rights and duties of pupils.

- Ensure that, where appropriate, a full and fair investigation of the issue is undertaken.

- Ensure that no-one, including pupils, is penalised for making a complaint in good faith.

- Keep a written record, for at least three years, of all formal stage or panel hearings, the action taken and at what stage they were resolved.

- Review regularly at senior leadership level the written record of serious concerns or complaints and their outcomes.

Informal complaints (stage does not cover exclusions).

A record of formal complaints - and their outcomes - is kept by the Executive Assistant to the Headmaster, Catherine Acton, in both electronic and hard copy in her office. The record is reviewed regularly by the Headmaster.

The number of complaints registered under the formal procedure during the last school year (2022-23) was none.

In the case of parents with pupils in the EYFS setting, should parents feel that the EYFS requirements have not been met in full, parents are also

Concerns and Complaints Procedure

A vital aspect of working in a close partnership with parents is that we want to know when things are, in the view of parents, not going right. If you have any concerns

the complaint. No member of the panel may have had any direct involvement in the matters detailed in the complaint. You can write to the Chair of Trustees at ChairOfTrustees@caterhamschool.co.uk, who will acknowledge the request within 5 working days.

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.

At the Panel Hearing, the complainant(s) may be accompanied by one other person such as a relative or friend. Legal representation will only be permitted if the Chair considers it appropriate. If it is considered appropriate the Chair will inform the complainant(s) to that effect so that they may choose to be legally represented at the Panel Hearing if they so wish. Should they decide to be so represented they shall inform the Chair at least seven days before the date set for the Panel Hearing that that is their intention. If the complainant(s) choose to be legally represented the Chair will