

Forres Sandle Manor (Non-Academic) Policy

Policy Title	Parents' Complaints Procedure
Policy Lead (Appointment (& Initials))	Head (MH)
Date of Last Review	September 2023
Date of Next Review	September 2024

PARENTS' COMPLAINTS PROCEDURE

SCOPE

This Annex outlines the procedure to be followed in the event that a parent or guardian of a pupil wishes to make a complaint about procedures or anything that they may be unhappy about or about a member of staff, or because they are dissatisfied with decisions taken by FSM following a serious breach of the behavioural guidelines, as described in the FSM Pupil Behaviour Management Policy

GRADUATED DISCIPLINARY RESPONSE

Parents will always be informed when a child's behaviour provokes a response at Level 4 or above in the *Graduated Disciplinary Response* shown in Annex A.

SUSPENSION

The Head may suspend a child without consulting the Chairman of the Board of Directors but he will always consult the Chair before a decision to expel a child is taken. In the event of a child being suspended or expelled, FSM has the right to insist on suspension whilst any complaint is investigated.

POINT OF CONTACT

Parents are invited to discuss their concerns about any aspect of FSM's performance or attitude at any time with the Head or other senior member of staff. Their first point of contact may be the member of staff involved, but if the parent has deeper concerns he/she will usually contact a Deputy Head or the Head. At this stage, it is to be hoped that the matter may be resolved informally. However, if this is not the case, the parent may wish to make a formal complaint.

The process is as follows:

STAGE 1 INFORMAL COMPLAINT

- 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 Form Teacher or Boarding Staff. In many cases, the matter will be resolved straightaway by this means to the parents' satisfaction. If the member of staff cannot resolve the matter alone, it may be necessary for them to consult a senior member of staff.
- Complaints made directly to a Head of Faculty/Senior Staff/the Head will usually be referred to the relevant Form Teacher or Boarding Staff unless the Head of Faculty/Senior Staff/the Head deems it appropriate for him/her to deal with the matter personally.

- The member of staff 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 7 days or in the event that the member of staff and the parent fail to reach a satisfactory resolution then parents will be advised how to lodge their complaint in accordance with stage 2 of this Procedure.

STAGE 2 FORMAL COMPLAINT

- The parent will describe their grievance in writing (this can be in the form of an e-mail communication) to the Head within five working days of the initial response. Although flexibility will be employed during School Holidays.
- The grievance letter should detail why the parent feels that the school's response to the issue taken is inappropriate, unfair or unacceptable. The Head will decide, after considering the complaint, the appropriate course of action to take.
- The Head (or in his absence, a Deputy Head) conducts an investigation.
- The Head will keep written records of all meetings and interviews held in relation to the complaint.
- A written response to the grievance is sent within 2 working days of receipt of the grievance letter. The Head will also give reasons for their decision.
- For all EYFS written complaints, the school will notify complainants of the outcome of any investigation undertaken within 28 days of having received the complaint.

If parents are still not satisfied with the decision, they should proceed to Stage 3 of this Procedure. The written record will record whether the complaint has been resolved or proceeded to a panel hearing (see below).

STAGE 3 PANEL HEARING

- In the event that the parent does not feel that the grievance has been resolved, they have a right of appeal to the Chair of Governors.
- A letter outlining the grievance should be sent to the Chair of the Governors, c/o FSM and marked 'Urgent'.
- The parent should inform the Head that this step has been taken.
- The Chair of Governors will endeavour to make an initial response within 2 working days of receiving the letter.
- In the event that the parent remains dissatisfied, the Chair will convene a panel hearing to take place as soon as practicable and normally within 14 working days, of not less than 3 persons who have not been directly involved in the matters detailed in the complaint, one of whom will be independent of the management and running of FSM. The parent(s) may attend the panel hearing, together with a friend but legal representation is not considered appropriate. However, should the complainant require legal representation then FSM should be given at least 7 working days' notice.
- The findings of this panel, together with a record of decisions and recommendations reached, will be made available. They will be sent by electronic mail or otherwise given to the complainant and where relevant, the person complained about, and will be available for inspection at FSM by the Chair of Governors and the Head, within 7 working days.
- Those decisions are final and there shall be no further Right of Appeal.

Parents of boarders who feel that a complaint about the welfare of boarders has not been satisfactorily resolved by FSM, may contact **Hampshire Children's Services**

on 01329 600 4555 or **ISI** (Independent Schools Inspectorate) Telephone 0207 600 0100.

Email: concerns@isi.net

All parents, should they wish, can contact **Ofsted** (for EYFS) or **ISI** (Independent Schools Inspectorate) to make a complaint.

Contact details for ISI are:

Independent Schools Inspectorate
Ground Floor
CAP House
9-12 Long Lane
London EC1A 9HA

Telephone 0207 600 0100

Email: concerns@isi.net

EYFS: Contact details for Ofsted EYFS are telephone 0300 1231231

WRITTEN RECORDS

A written record of all formal complaints will be kept whether or not they are resolved following the formal procedure or went to a panel hearing. The written record will detail the action taken by the school as a result of these complaints (regardless of whether they were upheld) and will be kept for at least three years. In addition a written record is kept of serious complaints and their outcomes for regular review by the Head or a member of Senior Leadership Team (SLT).

CONFIDENTIALITY

Parents can be assured that all concerns and complaints will be treated seriously and confidentially. Correspondence, statements and records relating to individual complaints will be kept confidential except in so far as is required of the school by paragraph 33k of the Education (Independent Schools Standards) Regulations 2014; where disclosure is required by the Secretary of State or in the course of the school's inspection under section 108 or 109 of the Education and Skills Act 2008; or where any other legal obligation prevails.

Appendix 1

School Year 2019 - 20

Numbers of formal complaints registered in the School Year 2019/20: 3

School Year 2021 - 22

Numbers of formal complaints registered in the School Year 2021/22: 1

GRADUATED DISCIPLINARY RESPONSE (GDR)

Stage	Examples of Behaviour	Possible Sanctions
Stage 1	<ul style="list-style-type: none"> • Interrupting/calling out. • Losing concentration. • Ignoring instructions. • Not completing sufficient work in lessons. • Silly noises. • Not completing Prep to the expected standard, including reading regularly at home as outlined by the class teacher. • Running inside buildings. • Being in the wrong place at the wrong time (e.g. in the dormitories at break times). • Messing about in lines. • Talking in assembly. 	<p>Quiet reminder.</p> <p>Non-verbal signals (e.g. Eye contact, pointing).</p> <p>Name on board – after 3 warnings in a day move to stage 2.</p> <p>Moved to another position/change of seating.</p> <p>Extra work or repeating unsatisfactory work until it meets the required standard</p> <p>Some incidents in this stage may result in immediate loss of break time e.g. not running in corridors, as children are given constant reminders of this.</p>
Stage 2	<p>Persistent Stage 1 behaviour</p> <ul style="list-style-type: none"> • Affecting the learning of other pupils. • Late arrival to lessons without just cause. • Unsatisfactory or late work. • Rudeness. • Inappropriate remark to other pupils. • Minor challenge to authority. • Damaging school's/pupil's property • Harmful/offensive name calling. • Harming someone but medical treatment is not necessary. • Going 'Out of Bounds.' 	<p>Extra work or repeating unsatisfactory work until it meets the required standard.</p> <p>The setting of written tasks, such as an essay or copying out of key school guidelines.</p> <p>Missing a break time or an activity.</p> <p>Waiting outside the Staff Room or Deputy Head's Office for a set period of time.</p> <p>School based community service or imposition of a task – such as picking up litter or weeding school grounds; tidying a classroom; or helping clear up the dining room.</p> <p>Attending Academic or Deputy Head Detention.</p>
Stage 3	<p>Persistent Stage 2 behaviour</p> <ul style="list-style-type: none"> • Persistent swearing. • Deliberately hurting someone so they need minor medical help. • Continued or more serious cheek/challenge to authority. • Stealing. • Repeated refusal to do a set task. • Highly offensive remarks to children. • <p><i>Any incidents of bullying inappropriate language, or deliberate damage should be reported to the Deputy Head as soon as possible.</i></p>	<p>Loss of privileges – for instance the loss of a responsibility / access to common or games room</p> <p>Missing regular break times or activities.</p> <p>Regular reporting or scheduled uniform and other behaviour checks.</p> <p>Sent to the Deputy Head</p> <p>Meeting with Deputy Head and Form Teacher or House parents.</p>
Stage 4	<p>Persistent stage 3 behaviour</p> <ul style="list-style-type: none"> • Deliberately hurting someone so they need moderate medical help. 	<p>Sent to the Deputy Head.</p> <p>A period of 'Time Out' with the Deputy Head.</p>

	<ul style="list-style-type: none"> • Bullying. • Fighting. • Racism. • Violence. • Very serious challenge to authority. • Leaving school without permission. 	<p>A work or behaviour card may be designed by the Deputy Head and Form tutor. This may be to improve concentration, the effect he/she is having on others or organisation.</p> <p>Ban on representing the school and/or trips outside school – fixed period.</p> <p>Internal exclusion from lessons.</p>
<p>If the child continues to show behaviours that do not comply with being an FSM Citizen then a Warning Light System will take place. At each stage, the staff and parents will be informed.</p>		
Yellow Card	<p>Persistent stage 4 behaviour</p> <ul style="list-style-type: none"> • Deliberately hurting someone so they need major medical help. • Persistent verbal abuse to a member of staff. • Physical abuse to any member of staff/adult. • Malicious physical assault on another pupil. 	<p>Internal suspension for morning or afternoon to include a lunchtime.</p> <p>Children will normally be withdrawn from all school activities for a period of time and work will be set for them. They will be placed in the Deputy's Office or outside the Interim Head's Office. The door will not be closed and they will be checked regularly by staff.</p> <p>A behaviour contract may be introduced at this point.</p> <p>Depending on the context of individual situations the sanction could be increased immediately.</p>
Orange Card	<p>Repeated Yellow card behaviour</p> <ul style="list-style-type: none"> • Yellow card behaviour of a more serious nature. 	<p>Suspension at home is normally used for more serious offences or where the child is unable to co-operate with internal suspension.</p>
Red Card	<p>Repeated Orange card behaviour</p> <ul style="list-style-type: none"> • Use of or possession of weapons. • Drug dealing. • Serious threats of and actual violence. • Repeated Bullying. • Where FSM believes that a child's presence in the school represents a serious threat to others. 	<p>Permanent Exclusion from the School.</p> <p>Permanent Exclusion is retained as the ultimate sanction and is only taken after consultation with the Chairman of Governors.</p>



FSM Graduated Disciplinary Response (GDR)

Alongside our usual GDR the additions below include specific actions relating to the current Covid-19 pandemic.

Stage	Examples of Behaviour	Possible Sanctions
1	<p>Not following school instructions on hygiene including:</p> <ul style="list-style-type: none"> • Handwashing and sanitising • Sneezing, coughing, tissues and disposal ('catch it, bin it, kill it') and avoiding touching your mouth, nose and eyes with hands • Rules about sharing any equipment or other items 	<ul style="list-style-type: none"> • Quiet reminder • Non-verbal signals • Name on board or strikes • Moved to another position / change of seating.
2	<ul style="list-style-type: none"> • Receiving three warnings (or strikes) from level one • Ignoring reminders about rules about not sharing any equipment, including drinking bottles • Spraying water from their bottle • Ignoring specific instructions regards moving around the school, including one-way systems or queuing 	<ul style="list-style-type: none"> • Missing a break time. • Waiting outside the Deputy Head's office
3	<ul style="list-style-type: none"> • Coughing or spitting at or towards any other person • Not following instructions on who pupils can socialise with during school hours, this may include siblings • Not following out of bounds instructions or rules at breaks or lunchtimes • Not disclosing symptoms of coronavirus • Deliberately misusing the toilets 	<ul style="list-style-type: none"> • A meeting with the Headmaster • Parents informed and child withdrawn from classroom. • Internal suspension for morning or afternoon to include a lunchtime. • A behaviour contract may be introduced at this point.

Depending on the context of individual situations (including the response from the child) the sanction could be increased immediately. All disciplinary incidents with Upper School children should be recorded by Deputy Head – Academic, who informs the relevant staff of the event and action the next morning. The Deputy Head - Academic will regularly review to look for any patterns of behaviour and inform staff / parents if there are points of note or concerns.