



GREAT WALSTEAD  
SCHOOL

## Complaints Procedure

Last Revision Date	September 2025
This policy is Reviewed by	Headmaster
Group	Board
ISI Reference	In accordance with paragraph 32(1) (b) of Schedule 1 to the Education (Independent School Standards) (England) Regulations 2014
Next Review Date	September 2026

Tick which category this document refers to:

ISI requirement to be made available	<input checked="" type="checkbox"/>
ISI requirement to be on website	<input checked="" type="checkbox"/>
Internal staff only	<input type="checkbox"/>
Internal students only	<input type="checkbox"/>
Internal staff and students	<input type="checkbox"/>
Statutory requirement to have on website (non ISI)	<input checked="" type="checkbox"/>



GREAT WALSTEAD  
SCHOOL

## Complaints Procedure

### **Introduction**

*Great Walstead School has long prided itself on the quality of the teaching and pastoral care provided to its pupils. However, if parents do have a complaint, they can expect it to be treated by the School with care and in accordance with this procedure. Great Walstead School makes its complaints procedure available to all parents of pupils and of prospective pupils on the school's website and in the school office during the school day, and Great Walstead School will ensure that parents of pupils and of prospective pupils who request it are made aware that this document is published or available and the form in which it is published or available.*

In accordance with paragraph 32(1) (b) of Schedule 1 to the Education (Independent School Standards) (England) Regulations 2014, Great Walstead School will make available to parents of pupils and of prospective pupils and provide, on request, to the Chief Inspector, the Secretary of State or an independent inspectorate, details of the complaints procedure and the number of complaints registered under the formal procedure during the preceding school year.

### **What Constitutes a Complaint?**

A complaint is an expression of dissatisfaction with a real or perceived problem. It may be made about the school as a whole, about a specific department or about an individual member of staff. A complaint is likely to arise if a parent believes that the school has done something wrong, or failed to do so something that it should have done or acted unfairly.

Parents can be assured that all concerns and complaints will be treated seriously and confidentially. The school is here for your child and you can be assured that your child will not be penalised for a complaint that you [or your child] raises in good faith.

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

### Stage 1 – 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 son/daughter's Form Teacher. In many cases, the matter will be resolved straightaway by this means to the parents' satisfaction. If the Form Teacher cannot resolve the matter alone it may be necessary for him/her to consult with either the Head of Section or Head of Department if subject related.
- If neither the Head of Section nor Head of Department can help then the matter should be referred to the Director of Studies (Academic) on curriculum issues or Deputy Head (on day to day issues) on pastoral and behaviour matters.
- Complaints made directly to a Head of Section or Deputy Head will usually be referred to the relevant Form Teacher unless the Head of Section or Deputy Head deems it appropriate for him/her 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 within five working school days 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.
- For serious complaints written records of the complaint and outcomes will be sent by the Head of Section, Head of Department to be reviewed by the Head (Great Walstead).
- If, however, the complaint is against the Head (Great Walstead), parents will be advised to proceed directly to Stage 2.

### 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 (Great Walstead). The Head (Great Walstead) will decide, after considering the complaint, the appropriate course of action to take.
- In most cases, the Head (Great Walstead) will meet with the parents concerned, normally within five working school 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 (Great Walstead) to carry out further investigations.
- The Head (Great Walstead) will keep written records of all meetings and interviews held in relation to the complaint.
- Once the Head (Great Walstead) 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



GREAT WALSTEAD  
SCHOOL

## Complaints Procedure

writing, normally within five working school days. The Head (Great Walstead) will also give reasons for his/her decision.

- If the complaint is against the Head (Great Walstead), the complaint will be referred to the Head of Ardingly College to investigate. They will call for a full report from and all relevant documents. The Head of Ardingly College may also call for a briefing from members of staff, and will in most cases, speak to or meet with the parents to discuss the matter further. Once the Head of Ardingly College is satisfied that, so far as is practicable, all of the relevant facts have been established, the parents will be informed of the decision in writing, normally within five working school days. The Head of Ardingly College will give reasons for his/her 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 should do so by appealing the decision in writing to the Chair of Governors (also known as the Council) within fourteen days of receipt of the written outcome c/o The Clerk to the Governors at Ardingly College's address.
- The matter will then be referred to the Complaints Panel for consideration. The Panel will consist of three persons not directly involved in the matters detailed in the complaint and one of whom may be independent of the management and running of the school. The Clerk to the Governors, on behalf of the Panel, will then acknowledge the complaint and schedule a hearing to take place as soon as practicable and normally within fifteen school working 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 normally not later than five working school days prior to the hearing.
- The parents may attend the hearing and be accompanied to the hearing by one other person if they wish. This may be a relative, teacher or friend. Legal representation will not normally be appropriate.
- If possible, the Panel will resolve the parents' complaint 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 facts, they consider relevant, the Panel will make findings and may make recommendations.
- The Panel will write to the parents informing them of its decision and the reasons for it, normally within five working school days of the hearing. The decision of the Panel will be final. A copy of the Panel's findings and recommendations (if any) will be sent by electronic mail or otherwise given to the parents and where relevant, the person complained about as well as the Head (Great Walstead). A copy of the Panel's findings and recommendations (if any) will also be available for inspection on the school's premises by the Chair of Governors and the Head (Great Walstead).



GREAT WALSTEAD  
SCHOOL

## Complaints Procedure

### Recording Complaints

Following resolution of a complaint, the school will keep a written record of all formal complaints, whether they were resolved at the informal stage or proceeded to a panel hearing and any action taken by the school as a result of the complaint (regardless of whether the complaint is upheld). At the school's discretion, additional records may be kept which may contain the following information:

- Date when the issue was raised
- Name of parent
- Name of pupil
- Description of the issue
- Records of all the investigations (if appropriate)
- Witness statements (if appropriate)
- Name of member(s) of staff handling the issue at each stage
- Copies of all correspondence on the issue (including emails and records of phone conversations)

**Correspondence, statements and records relating to individual complaints will be kept confidential except where the Secretary of State or a body conducting an inspection under section 109 of the Education and Skills Act 2008 requests access to them.**

**Great Walstead will provide ISI/Ofsted, on request, with a written record of all complaints made during any specified period, and the action which was taken as a result of each complaint. The record of any such complaints will be kept for at least three years.**

**Parents may complain directly to Ofsted or to ISI if they believe the school is not meeting the EYFS requirements.**

- **ISI may be contacted on 020 7600 0100 or by email: [concerns@isi.net](mailto:concerns@isi.net) Independent Schools Inspectorate, First Floor, CAP House, 9-12 Long Lane, London EC1A 9HA**
- **Ofsted may be contacted on 0300 123 1231 or by email: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)**

**In the past 12 months there are been: No Formal Complaints**