



## NORWICH SCHOOL

### Complaints Policy

This policy is reviewed by the Council of Management every year. This policy was last reviewed and agreed in Trinity 2025. It is due for review in Trinity Term 2026.

Confirmed by:

Colin Evans	Bursar	Trinity 2025
-------------	--------	--------------

### Version Control

The version control table should be updated each time:

- a **change** is made to an **agreed version** of a document; or
- a previously agreed document version is **reviewed with no changes** (i.e. at annual review no changes are required and the document continues to be live for the following year).

Use the following convention: version 1.0 (first version), version 2.0 (major change to version 1.0 and issued as a new version), version 2.1 (second version with minor change)

Version number	Date issued	Author / key contact	Change(s) summary <ul style="list-style-type: none"><li>• Minor changes can be authorised by a senior staff member and do not need formal approval.</li><li>• Major revisions require approval through the confirming authority (typically a Committee)</li></ul>
1.0	Trinity 2022	Kate Smith	Titles updated. Policy reviewed.
1.1	Trinity 2023	Nicole Reynolds	Job titles updated. Policy reviewed.
1.2	Trinity 2024	Nicole Reynolds	Minor wording changes. Policy reviewed.
1.2	Trinity 2025	Nicole Reynolds	Policy reviewed. No changes made.

## Contents page

Version Control .....	1
Contents page .....	2
Statement of intent .....	3
General Principles .....	3
What Constitutes a Concern or Complaint .....	3
Overview .....	4
Stage One - Informal Resolution for Concerns .....	4
Stage Two - Formal Resolution .....	5
Stage Three- Panel Hearing .....	5
Confidentiality .....	7
Records of Complaints .....	7
Review .....	7
Document control .....	8
APPENDIX 1: Time Scales (for Guidance Only) .....	9
Stage One – Informal Resolution for Concerns .....	9
Stage Two – Formal Resolution .....	9
Stage Three – Panel Hearing .....	9

## Statement of intent

Norwich School has long prided itself on the quality of the teaching and pastoral care provided to its pupils. However, if parents do have a Concern or Complaint, they can expect it to be treated by the School in accordance with this Policy. It is the school's wish to be a community that listens and is able to respond in a positive, appropriate and sympathetic fashion when Concerns and Complaints are raised.

All Concerns and Complaints need to be handled seriously. An expression of Concern, or a simple query, may grow into a contentious matter if it is perceived that the issue has been brushed aside. Equally, issues with the potential to become acutely difficult may be resolved if they are handled well at the initial stage.

## General Principles

Complaints which are made anonymously will generally not be considered under this Policy.

Wherever possible complaints should be made within three months of the relevant incident or circumstances. Complaints may be considered after this timescale in exceptional circumstances.

Where this policy provides for a particular stage to be undertaken by a particular member of staff of the school and that person is unavailable for whatever reason, the school shall delegate or transfer the responsibilities to such member of staff as it deems appropriate to undertake such stage.

Where this document refers to parents of a pupil it shall be deemed to include guardians or other person given responsibility for the welfare of a pupil, as appropriate.

Timescales, in this policy, are set out in terms of days. Days shall mean Monday through Friday, excluding public holidays, in term time.

The Complaints Policy for Norwich School is intended to apply solely for parents of current registered pupils of the School. The policy does not apply to parents of prospective pupils and only applies to past pupils if the complaint was initially raised when the pupil was still registered. The Policy does not cover exclusions which are governed by the Suspension and Exclusion Policy.

## What Constitutes a Concern or Complaint

A Concern is an instance where a parent informs the School, whether orally or in writing, that school has done something wrong, failed to do something that it should have done, or where it has acted unfairly in its dealing with a pupil. A Concern may be raised about the School as a whole, a specific department or activity, or an individual member of staff. This list is not exhaustive, and the School shall treat any expression of dissatisfaction, whether real or perceived, as a Concern. The Concern should be raised with a member of the Senior Management Team. A

Concern is dealt with under Stage One of this policy and is considered to be an informal complaint.

A Complaint is any instance where a parent notifies us, in writing to the Head, that the School has done something wrong or failed to do something that it should have done. It is anticipated that in most cases any Complaint will have first been raised as a Concern and Stage One of this policy will have been completed.

## Overview

The procedure for raising a Concern or bringing a Complaint to the school is set out below and comprises of three stages:

- Stage One: Informal resolution for Concerns
- Stage Two: Formal resolution
- Stage Three: Panel hearing

### Stage One - Informal Resolution for Concerns

It is hoped that most Concerns will be resolved quickly and informally.

If parents wish to raise a Concern about an educational issue (relating to the classroom, the curriculum, or provision for learning difficulties and disabilities / special educational needs) or a pastoral / co-curricular issue (relating to matters outside the classroom) they should contact their pupil's Tutor in the Senior School or Form Tutor in the Lower School. In many cases, the matter will be resolved straightaway.

If the Tutor or Form Tutor cannot resolve the matter, it may be necessary in the case of the Senior School to consult the relevant Head of House, Head of Department, Head of Section or one of the Deputy Heads. In the case of the Lower School, such consultation will be with one of the Deputy Heads.

A Concern relating to a financial matter should always be made in writing and addressed or personally delivered to the Bursar.

A Concern raised directly with a Deputy Head will usually be referred for further action to the pupil's Tutor or Head of House unless the Deputy Head deems it appropriate for the Concern to be otherwise dealt with.

When dealing with any Concern the School will make a written record to include the essential details and the date on which it was raised. Wherever possible the school will acknowledge a written Concern by telephone, email or letter within five days of receipt during term time and as soon as practicable in the school holidays. Should the matter not be resolved within a reasonable period (one not normally exceeding two term time weeks) or if the Concern cannot be brought to a satisfactory resolution, then the parents will be advised to proceed with a Complaint in accordance with Stage Two of this Policy.

## **Stage Two - Formal Resolution**

If a Concern cannot be resolved on an informal basis, then the parents should make a Complaint in writing to the Head. Full written details of the nature of the Complaint, any relevant materials or documents and full contact details should be sent by the parents in an envelope addressed to the Head and posted or personally delivered to the correspondence address detailed on the school's website. The Head will acknowledge the Complaint within five days of receiving it. In most cases and wherever possible, within ten days of receiving the Complaint, the Head will contact the parents concerned to discuss the matter. If possible, a resolution will be reached at this stage.

The nature of the Complaint may require the Head to carry out further investigations. The Head may ask any member of staff to act as investigator and / or may involve one or more of the school's Governors. If a Complaint is received within two weeks of term ending, the Complaint is likely to take longer to resolve owing to school holidays and the unavailability of personnel.

After full consideration of the Complaint including discussions with all relevant parties and the completion of any necessary investigations, the Head will determine the course of action to be taken by the school.

The School will keep a written record of all meetings and interviews held in relation to any Complaint.

Wherever possible the parents will be informed in writing of the decision of the Head within twenty days of the Complaint being made. The Head will give reasons for the decision.

If a Complaint is made against the Head the complaint should be put in writing to the Chair of Governors, c/o the Clerk to the Governors at the School's principal address. Such a Complaint will be dealt with under Stage Two of this Policy with the Chair adopting the role identified for the Head.

Where there is any written Complaint relating to EYFS (meeting requirements) the School will notify parents of the outcome of the investigation within 28 days.

If the parents are not satisfied with any decision reached under Stage Two of this Policy they should proceed to Stage Three.

## **Stage Three- Panel Hearing**

If the parents seek to invoke Stage Three, they will be referred to the Clerk to the Governors for a Panel Hearing. Requests will normally only be considered if the parents have completed Stage Two of this Policy and then have made a request in writing to the Clerk to the Governors within ten days of receiving the Stage Two decision from the Head. The parents should clearly set out the detail of their dissatisfaction with the Stage Two decision and the grounds of their Complaint. The parents should include with their letter a list of documents or materials that they believe the school is in possession of and that they wish the panel to see.

The Clerk will acknowledge the parents' request in writing within five days of receipt and will call a Panel Hearing on behalf of the Chair of Governors. A Panel Hearing will be called as soon as is reasonably practicable, normally within twenty days of receiving the parents' request. The Panel will not normally sit during the school holidays.

Save in quite exceptional circumstances the Panel will not consider any new area of Complaint which has not been raised previously as part of the Complaint.

The Chair of Governors may nominate members of the Panel ensuring that no Panel member is themselves subject of or in any other way related to or conflicted by the Complaint. The Panel will consist of at least three people not involved in the matters detailed in the Complaint, one of whom shall be independent of the management and running of the school. The Chair shall nominate the chairmanship of the Panel.

If the Complaint is made against the Head, the Vice Chair of Governors shall adopt the role set out for the Chair of Governors in Stage Three of this policy.

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 no later than five 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, for example. As this Policy is conducted under the auspices of the School's Policies and Procedures legal representation is not thought to be necessary. However, should the parents wish to be accompanied by a legal representative the school must be notified in writing at least five days before the hearing and the School will then be entitled to have its own legal representative in attendance at the hearing.

If possible, the Panel will resolve the Complaint immediately without the need for further investigation. If the Panel decides that further investigation is necessary, the hearing may be adjourned.

Where further investigation is required, the Panel will decide how it should be carried out.

After due consideration of all facts, it considers relevant, the Panel will reach a decision and may make recommendations, which shall be completed within ten days of the hearing or as soon as reasonably practicable.

Having reached a decision, the Panel (through the Clerk to the Governors) will write to the parents informing them of its decision and the reasons for it as soon as practically possible. The Panel's findings and any recommendations will also be sent in writing to the Head, the Governors and, where relevant, the person(s) about whom the Complaint was made. Such findings and recommendations shall be available for inspection on the School premises by the proprietor and the Head.

The decision of the Panel will be final.

## Confidentiality

Parents can be assured that all Complaints will be treated seriously and confidentially. It may, from time to time, be necessary for the School to disseminate details of a Complaint to members of the School community to facilitate a full and thorough investigation, by making a Complaint the parent(s) agree to this dissemination. Correspondence, statements and records will be kept confidential by the Principal Deputy Head's office and will only be made available, as and when required, to the Secretary of State or a body conducting an inspection in line with the School's obligations under the Education and Skills Act 2008; or where any other legal obligation prevails.

A summary of Complaints, in a format which ensures confidentiality, is brought to the attention of the Governors at the Council of Management meetings (which are held three times a year).

## Records of Complaints

The School maintains a Complaints Log which will be managed by the Principal Deputy Head's office in Senior School, and Head of Lower's Schools office. This log will be an electronic record of key Complaint information and brief details of the procedure followed and will state whether the matter was resolved. The log will also record any action(s) taken by the school as a result of those Complaints.

As well as the aforementioned log, full written records will be kept of all Complaints, to include, all correspondence, statements, and other documents or materials. These written records will be kept for three years after the determination of the Complaint and will be kept confidential except when the School is required to disclose information by:

- the Secretary of State for Education under paragraph (k) of Schedule 1 to the Education (Independent Schools Standards) (England) Regulations 2014;
- the Independent Schools Inspectorate under Sections 108, 109 and 110 of the Education and Skills Act 2008, as amended;
- other legal authority

## Review

The Senior Management Team of the School will review the Complaints log at least once in each academic year. Stage One concerns are kept under on-going review by the Principal Deputy Head.

## Document control

Document title:	Complaints Policy
Prepared by:	Assistant Bursar
Authorised by:	Council of Management
Published location(s):	<ul style="list-style-type: none"><li>▪ Norwich School Website</li><li>▪ Norwich School Hub</li></ul>
Other internal policies / documents referenced:	<ul style="list-style-type: none"><li>▪ Suspension and Exclusion Policy</li></ul>
External documents referenced:	<ul style="list-style-type: none"><li>▪ Education (Independent School Standards) Regulations 2014</li><li>▪ Education and Skills Act 2008</li></ul>



## **APPENDIX 1: Time Scales (for Guidance Only)**

Timescales of each stage of the procedure are set out below. It should be noted these are the maximum time scales that the school would reasonably expect a Concern or Complaint to be resolved or otherwise determined.

Timescales, in this policy, are set out in terms of days. Days shall mean Monday through Friday, excluding public holidays, in term time. Complaints received during the School holidays may be expected to take longer.

### **Stage One – Informal Resolution for Concerns**

Day 1 – Concern made

Day 5 – school acknowledges the Concern in writing

Day 10 – Concern resolved or parents advised to proceed to Stage Two

### **Stage Two – Formal Resolution**

Day 1 – written Complaint received by the Head

Day 5 – Head acknowledges receipt of Complaint

Day 10 – Head has been in contact with parents to discuss Complaint

Day 20 – Head writes to parents to confirm decision

*Parents have 10 days from receipt of the Head's Stage Two decision letter to request a Stage Three Panel Hearing.*

### **Stage Three – Panel Hearing**

Day 1 – Appeal request received by the Clerk to Governors

Day 5 – Clerk acknowledges receipt of appeal request

Day 20 – Panel Hearing completed

Day 30 – Panel will write to parents informing of the decisions