



COMPLAINTS POLICY

2025 - 2026

Last review: September 2025

Date for next review: September 2026

Wrekin Prep Complaints Policy

Policy Statement

This policy applies to all children in the school, including EYFS pupils.

Wrekin Prep recognises that parents will, from time to time, have normal and legitimate 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. Wrekin Prep recognises the difference between a concern which can be conveyed informally and a formal complaint defined as in the form of a specific focussed dissatisfaction.

At Wrekin Prep we aim to:

- Take all concerns and complaints seriously.
- Make every effort to deal with complaints informally and at an early stage, in partnership with parents.
- Ensure that complaints are dealt with in line with the procedures set out in this document.
- Written complaints about the fulfilment of the EYFS requirements are investigated and the complainant notified of the outcome of the investigation via the same process outlined in this policy and within 28 days.
- 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 all pupils in the school understand how they can make a complaint or raise a concern. This information will be given by Class Teachers, during assemblies and PSHE lessons.
- Ensure that no-one, including pupils, are penalised for making a complaint in good faith.
- Keep a written record, for at least three years, of all complaints, the action taken and at what stage they were resolved. (Note: This information is provided to Ofsted and/or ISI at their request)
- Review regularly at senior leadership level the written record of complaints and their outcomes.
- Keep confidential all records relating to individual complaints except where the Secretary of State or a body conducting an inspection under section 162A of the 2002 Act, as amended, requests access to them.

A record of all written complaints and their outcomes is kept by the Head and is reviewed regularly by the SLT to identify whether review or change in practice is needed and so that patterns can be identified and appropriate interventions made.

All record keeping of complaints, including correspondence, statements and records will be treated confidentially and sensitively.

Information regarding the number of complaints registered under the formal procedure during the last school year is available for current and prospective parents from the school office on request.

Wrekin Prep is fully committed to ensuring that the application of this Complaints Policy is non-discriminatory in line with the UK Equality Act (2010). Further details are available in the school's Equal Opportunity Policy document.

Wrekin Prep seeks to implement this policy through adherence to the procedures set out in the rest of this document.

This document is available to all interested parties on our website and as a hard copy on request from the School Office and should be read in conjunction with the following documents:

- Whistleblowing policy (see Safeguarding Policy)
- Equal Opportunities Policy

It is not possible to deal productively with anonymous complaints.

EXCLUSION FROM SCHOOL

In the event of the exclusion of their child from school as an outcome of a disciplinary matter, parents may wish to appeal. The course of action under these circumstances is to follow this Complaints Policy procedure at Stage 3.

PROCEDURES

There are 3 stages to the complaints procedure at Wrekin Prep.

Stage 1

Informal Resolution

At Wrekin Prep we recognise that the sooner concerns are raised, the easier it is for an appropriate resolution to be found.

In the first instance, you are encouraged to raise your concern with any member of staff. This would normally be your child's Class Teacher. In many cases, this prompt action will bring about a satisfactory solution or explanation. Complaints made directly to the Head of Lower School, Head of Upper School, the Deputy Head or the Head will usually be referred to the relevant Class Teacher, unless the Head of Lower School, Deputy Head, or the Head deems it appropriate to deal with the matter personally.

If it appears the concern is one which requires investigation, that person will listen carefully, try to ascertain the facts of the matter and clarify any misunderstandings that might have occurred. They will note your concern or complaint and the date on which it was received or heard and will either try to resolve the matter themselves or refer you to the appropriate person.

If the matter cannot be resolved within 10 working days (the process can take longer when working outside of term time), or in the event that you are not satisfied, you may make a formal complaint in writing to the Head. If your complaint is about the Head, it should be brought to the attention of the Chair of Governors.

Stage 2

Formal Resolution

It is hoped that concerns and complaints will be resolved quickly and satisfactorily but in the event of agreement not being reached with a pupil's Class Teacher it may be necessary to complain in writing, to the Head.

If a speedy resolution is not forthcoming, it is likely that an investigation will be needed in order to understand the circumstances surrounding the complaint. That investigation will normally be overseen by the Deputy Head or a member of the Senior Leadership Team and may involve a number of people.

If an investigation is needed, the investigating member of staff will:

- Establish what has happened so far and who has been involved.
- Clarify the nature of the complaint and what remains unresolved.
- Meet with the complainant or contact them (if unsure or if further information is necessary).
- Clarify what the complainant feels would put things right.
- Interview those involved in the matter and/or against whom the complaint has been made, allowing them to be accompanied if they wish.
- Conduct the interview with an open mind and be prepared to persist in the questioning.
- Keep notes of any interviews.
- Present relevant information and recommendation for resolution to the relevant senior manager.

After considering the details of the complaint, the Head will decide upon an appropriate course of action. The decision in respect of the resolution of your complaint will normally be made within 7 working days of the Head receiving the complaint.

If you are not satisfied with the outcome of this stage or if you are dissatisfied with the way in which your complaint has been handled by the Head, you may take your complaint to the third stage of this procedure.

Stage 3

Review Panel

If a parent wishes to invoke Stage 3 (following a failure to reach an earlier resolution) of the procedure, they will be referred to the Convenor, who has been appointed by the Governors to call hearings of the Complaints Panel.

Panel Hearing

- The matter will then be referred to the Complaints Panel for consideration.
- The panel will consist of at least three people who are not directly involved in the matters detailed in the complaint.
- One of these panel members will be independent of the management and running of the school. The Board of Governors will appoint each panel member.
- The Convenor, on behalf of the panel, will then acknowledge the complaint and schedule a hearing to take place as soon as practicable and normally within 15 working days (or as soon as reasonable if during a school or public holiday period).
- If the panel deems it necessary, it may require that further particulars of the complaint or any related matter be supplied to all parties not later than 7 days prior to the hearing.
- The parent may be accompanied to the hearing by one other person. This may be a relative, teacher or friend. It is not expected that legal representation will be appropriate at this stage.
- If possible, the panel will resolve the parent's complaint immediately without need of 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 reach a decision and make recommendations, which it shall complete within 10 working days of the hearing (or as soon as reasonable if during a school or public holiday period).
- The decision of the panel will be final.
- A copy of the panel's findings and recommendations is available for inspection on the school premises by the governors and Head.

Parents can be assured that all concerns and complaints will be treated seriously and confidentially.

Correspondence, statements and records will be kept confidential except in so far as is required of the school by paragraph 3 (f) of the Education (Independent School Standards) Regulations 2014, where disclosure is required in the course of the school's inspection, or where any other legal obligation prevails.

Should you wish to raise your concern with the Chair of Governors, please contact the Chair of Governors, Dr Emma Crawford, via the Head's PA, Mrs Katy Daniels email - headsPA@wrekincollege.com

You may also address your concerns in writing to the Chair of Governors, Dr Emma Crawford, c/o Wrekin College, Sutherland Road, Wellington, Telford, Shropshire, TF1 3BH.

External Review of Complaint

If the complaint has not been resolved to your satisfaction, you may wish to involve an external body to review the issues.

Most external reviews will expect complaints to have been taken through the stages outlined above, prior to their involvement.

In the event of any complaint to the school, including EYFS Reception classes, from which you may be dissatisfied with the outcome, you are entitled to contact ISI and Ofsted directly

Contacting Ofsted

You may wish to raise your concern with Ofsted

Ofsted
Aviation House
125 Kingsway
London
WC2B 6SE
Telephone 08456 404040

Contacting the Independent Schools Inspectorate

You may wish to raise your concern with ISI.

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

Telephone 020 7600 0100
Fax 020 7776 8849

The number of formal complaints received at Wrekin Prep during the academic year 2024-25: 1

Barring from the School Premises

'Although fulfilling a public function, schools are private places. The public has no automatic right of entry. Headteachers and governing bodies will therefore need to act to ensure they remain a safe place for pupils, staff and other members of their community.'
DfE Best Practice Advice for School Complaints Procedures 2020 (updated January 2021).

However unlikely the scenario is, if a parent's behaviour is a cause for real concern, the school will ask them to leave the school premises. In serious cases, the Head can notify them in writing that their implied licence to be on school premises has been temporarily

revoked subject to any representations that the parents may wish to make. The school will give the parent opportunity to formally express their views on the decision to bar in writing.

The decision to bar will then be reviewed, taking into account any representations made by the parent, and either confirmed or lifted. IF the decision is confirmed the parent will then be notified in writing, explain how long the bar will be in place.

Anyone wishing to complain about being barred can do so, by letter or email, to the Head or Chair of Governors. However, complaints about barring cannot be escalated to the DfE. Once the school's own complaints procedure has been completed, the only remaining avenue of appeal is through the Courts; independent legal advice must therefore be sought.