



# COMPLAINTS POLICY

2024 - 2025

**Last review:** September 2024 (Anna Karacan)

**Date for next review:** September 2025

**The Old Hall School**  
**Complaints Policy**  
**Academic Year 2024 - 2025**

**Policy Statement**

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

The Old Hall School 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. The Old Hall School 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 The Old Hall School 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, Form Tutors and during assemblies and PSHEE sessions.
- 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.

The Old Hall School 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.

The Old Hall School 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 The Old Hall School.

### **Stage 1**

#### **Informal Resolution**

At The Old Hall School 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 CEO of the Wrekin Old Hall Trust, Mr Toby Spence.

## **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, using the complaints form (Appendix 1) 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**

If a parent wishes to invoke Stage 3 of the procedure, they should write to the CEO of the Wrekin Old Hall Trust, Mr Toby Spence. The CEO will

It is hoped that concerns and complaints will be resolved quickly and satisfactorily in the first two stages of complaint but in the event of an agreement not being reached with the Head at Old Hall, it may be necessary to complain in writing via email to the CEO of the Wrekin Old Hall Trust, Mr Toby Spence.

The CEO 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 complainant and the Head at Old Hall.

If the matter is still not able to be resolved, the complainant may request that the complaint is taken to a Panel Hearing with the Governing Body. The CEO can also request that this step is taken if they feel it appropriate.

### **Panel Hearing**

The CEO will convene with the Chair of Governors, who will arrange for the convening of the Complaints Panel and a hearing. A complainant may also apply to the Chair of Governors if the complaint has not been resolved at Stages 1, 2 or in communication with the CEO of the Wrekin Old Hall Trust. The aim of the hearing is always to resolve the complaint and achieve reconciliation between the School and the complainant.

The following course of action will be undertaken:

- The matter will be considered by the Complaints Panel
- 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 the panel members.
- 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 14 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 communicate it, in writing, to the complainant within 7 days of the hearing.

The panel will decide to do one or more of the following:

- dismiss the complaint in whole or in part.
- uphold the complaint in whole or in part.
- decide on the appropriate action to be taken to resolve the complaint.

- Recommend changes to the School's systems or procedures to ensure that problems of a similar nature do not recur.

The decision of the panel will be final. A copy of the panel's findings and recommendations will be sent to the complainant and, where relevant, the persons about whom the complaint is made. A copy will also be available for inspection in school by the Chairman of Governors, CEO and the Head of Old Hall.

It is recognised that the complainant might not be satisfied with the outcome if the hearing does not find in their favour. Therefore, it may only be possible to establish the facts and make recommendations that will satisfy the complainant that his or her complaint has been taken seriously.

### **Contacting the CEO of the Wrekin Old Hall Trust**

Should you wish to raise your concern with the CEO of the Wrekin Old Hall Trust, please contact him via his PA, Mrs Katy Daniels at the following email address: [HeadMastersPA@wrekincollege.com](mailto:HeadMastersPA@wrekincollege.com)

Should you wish to raise your concern with the Chairman of Governors, please contact the Chair of Governors (Mr Richard Pearson until the end of October 2024 then Dr Emma Crawford) via the CEO's PA, Mrs Katy Daniels email [HeadMastersPA@wrekincollege.com](mailto:HeadMastersPA@wrekincollege.com)

You may also address your concerns in writing to the Chair of Governors (Mr R Pearson until the end of October 2024 then to Dr Emma Crawford), c/o The Wrekin Old Hall Trust, 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

A complaint may also be made directly to the DfE, using the following web link;

<https://form.education.gov.uk/service/Contact> the Department for Education

**The number of complaints at formal stage or greater for the academic year (Sept 2023 to Aug 24) was: 0 (zero)**