

## Pre-Prep Parental Complaints Procedure

Sherborne Preparatory 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, it is important that they make contact with the School so that it can be quickly and effectively resolved. Any complaint will be treated by the School in accordance with this procedure.

### 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 teacher. In many cases, the matter will be resolved straightaway by this means to parents' satisfaction. If the teacher cannot resolve the matter alone, it may be necessary for him/her to consult the Head of Pastoral Care or the Head Teacher.
- Complaints made directly to the Head Teacher of the Pre Prep will usually be referred to the relevant teacher unless the Head Teacher deems it appropriate to deal with the matter personally.
- The 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 7 days or in the event that the teacher and the parent fail to reach a satisfactory resolution then the parent will be advised with their complaint in accordance with Stage 2 of this Procedure.

### Stage 2 - Formal Resolution

- If the complaint cannot be resolved on an informal basis, then the parents should put their complaints in writing to the Headmaster, Sherborne Preparatory School. The Headmaster will decide, after considering the complaint, the appropriate course of action to be taken.
- In most cases, the Head will (meet/speak) to the parents concerned, normally within 7 days receiving the complaint, to discuss the matter. If possible, a resolution will be reached at this stage.
- It may be necessary for the Head to carry out further investigations.
- The Head will KEEP WRITTEN RECORDS of all meetings and interviews held in relation to the complaint.
- Once the Head is satisfied that, so far as it is practicable, all of the relevant facts have been established, a decision will be made and parents will be informed of this decision in writing. The Head will also give reasons for his decision.
- IF PARENTS ARE NOT SATISFIED WITH THE DECISION, THEY SHOULD PROCEED TO STAGE 3 of the Procedure.

Further Guidance and Stage 3 can be found in the Main School Policy Manual held in the Pre Prep Head Teacher's Reception Room.

All complaints should be kept on file for three years.

You may also contact:

Children Services Directorate, North Dorset Local Office, Bath Road, Sturminster Newton, Dorset DT0 JDR; Tel: 01258 472652; Fax:01258 471228; northdorsetsocialcare@dorsetcc.gov.uk

Ofsted Tel: 08456 404040

Parents have the statutory right to contact ISI.