



Odyssey House School

Complaints Procedure

Introduction

This procedure follows guidance provided by the Education (Independent School Standards) Regulations 2014, paragraph 33.

Contentious issues can arise in any organisation, and this includes schools. 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. The Odyssey complaints procedure is in place to provide a clear, fair and efficient procedure for dealing with any complaints relating to the school, so that they can be dealt with swiftly, fairly and effectively.

The complaints procedure is available to parents of current and prospective pupils on the Odyssey website and as a paper copy in the school office. The website also carries up-to-date information on how many formal complaints there have been in the preceding year. All concerns and complaints will be treated confidentially, with related paperwork kept in a secure place. Records will be kept for at least three years. If a complaint regards child protection or safeguarding, the issue will be immediately referred to the school's Designated Safeguarding Lead and referred to the Multi-Agency Safeguarding team as necessary.

Any complaint received will be acknowledge **within five working days** if received during term time and as quickly as possible if received during holiday periods. The school will complete all stages of the procedure within 28 days, but if for any reason this is not possible, the complainant/s will be immediately informed. More detail about the timescales involved is shown in the following pages.

Stage 1 Informal resolution

It is hoped that most complaints and concerns will be resolved quickly and informally. It is always best to start with a conversation as this can usually sort matters out. Complainants should first contact the child's class teacher, or the headteacher. Staff are all familiar with this complaints procedure and will follow it closely. A written record of the complaint will be made. If the matter is not resolved within **five working days**, complainants will be advised to move to Stage 2 of our complaints procedure.

Complaints Policy

To be reviewed: December 2021

If the complaint is against the Headteacher, or about the leadership and management of the school, complainants should address their concerns to the proprietor.

Stage 2 Formal resolution

If the complaint cannot be resolved at the informal stage, then the complainant/s should put their complaint in writing to the *Head Teacher who will decide on the appropriate course of action. The written complaint will be acknowledged within **three working days**.

The Head Teacher will meet or speak to the complainants and any other parties concerned within **10 working days** of acknowledging the complaint. Written records of all meetings and interviews will be kept. Once the Head Teacher has all the relevant information, a decision will be made as to the resolution of the complaint and the complainants informed of this decision and the underlying reasons in writing within **five working days**.*

If the complaint is against the Head Teacher, the Proprietor will follow exactly the same procedure outlined between *...*in Stage 2 above.

If parents are still not satisfied with the decision, they should proceed to Stage 3 of this procedure.

Stage 3 Appeals panel

If parents seek to move to Stage 3 following failure to reach an earlier resolution as indicated above, they must put their complaint in writing to the Proprietor.

The matter will then be referred to the Complaints Appeal Panel. The Panel will consist of three people not directly involved in the matters detailed in the complaint and one of whom who is independent of the management of the running of the school.

The Head teacher or Proprietor will then acknowledge the complaint and schedule a hearing to take place **within ten 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 these particulars shall be supplied **not later than five working days prior to the hearing**. The complainant/s may attend the hearing and be accompanied by one other person if they wish.

The Panel will make findings and may make recommendations on the basis of all the evidence presented. Within **five working days** of the Panel hearing, these will be sent by electronic mail or by letter to the complainant/s, and, where relevant, the person complained about. A copy will also be sent to the Proprietor and the Head Teacher, assuming s/he is not the subject of the complaint. The findings and recommendations will also be available for inspection on the school premises by the Proprietor, the Headteacher and Ofsted as appropriate.

If the complainant/s are unhappy with the outcome, they may refer the complaint to the Secretary of State. Complaints can be submitted online at <https://www.gov.uk/complain-about-school>.

If you wish to make a complaint directly to Ofsted about the school, you can contact their general helpline on 0300 123 1231; or request advice by email on enquiries@ofsted.gov.uk

Complaints Policy

To be reviewed: December 2021

To make a formal complaint to Ofsted, you can complete a form online at <http://www.ofsted.gov.uk/onlinecomplaints/> or write to: Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD.

Recording Complaints

The school will keep a written record of all complaints, whether they are resolved at the informal stage, the formal stage, or proceed to a panel hearing and of any action taken by the school as a result of the complaint (regardless of whether the complaint is upheld) to inform its practice.

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.

The complaints procedure will be reviewed annually.

Complaints Policy

To be reviewed: December 2021