



## PARENT AND CARERS' COMPLAINTS PROCEDURE v2.1

This policy deals with concerns or complaints from parents of current pupils or parents of former pupils provided the complaint was initially raised when the pupil was still registered at the school. A concern is defined as having a worry or doubt over an issue considered to be important for which reassurances are sought. A complaint is considered to be any matter or concern about which a parent or carer is unhappy and seeks action from the School.

The School would much rather hear of any concern or complaint early. Concerns or complaints may be communicated to form/class teachers, tutors, Heads of Department, or members of the Senior Leadership Team, as appropriate. It is typically best to start with the person most closely involved with the issue and to raise matters with the class teacher (Year 4 and below) /Tutor (Year 5 and above). When they are matters to do with sports or music, for instance, it might be best to raise the concerns with the Head of Department. These members of staff may be able to resolve the matter quickly, without recourse to any further process. However, they may prefer to take the matter to a more senior member of staff; in this instance it is suggested that the following individuals are best placed to address concerns linked to the following areas:

Even in cases where staff are able to resolve the issue, they will notify the Headmaster of any serious concerns received. Town Close welcomes suggestions and comments from parents and carers and takes seriously any concerns they may raise.

A record is kept by the School of all formal complaints, along with the action taken by the School as a result of these complaints (regardless of whether they are upheld), including whether they were resolved following the formal procedure or proceeded to a panel hearing. This is kept for at least three years. Any 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 108 or 109 of the 2008 Education and Skills Act requests them. Separate records are also kept of concerns which reach the Head (either directly or by his being notified by another member of staff) which generally require action on the School's behalf even though the concern may not have been expressed as a formal complaint.

We wish to ensure that:

- Parents or carers wishing to make a complaint know how to do so.
- We respond to complaints within a reasonable time and in a courteous and efficient way.
- Parents or carers realise that we listen and take complaints seriously.
- We take action where appropriate.

All complaints will be acknowledged as soon as possible and at least within five working days, if received during term, and as soon as practicable if received during holiday periods.

If parents or carers do have a complaint, they can expect it to be treated by the School in accordance with the following procedures:

### **STAGE 1 - Informal Resolution**

- It is hoped that most concerns or complaints will be resolved quickly and informally in the ways described above before parents and carers feel it necessary to make a formal complaint.
- Concerns will usually be referred to the relevant class teacher/tutor, unless the Head of Department or member of SLT deems it appropriate for him/her to deal with the matter personally.
- The class teacher/tutor will make a written record of all concerns potentially serious enough that the Head will need to be notified. Should a concern not be resolved within 10 working days, or in the event that the appropriate member of staff and the parent or carers fail to reach a satisfactory resolution, then the parents or carers will be advised to proceed 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 or carers should put their complaint in writing to the **Head**. Such letters should be sent to the School:

**Town Close School,  
14 Ipswich Road,  
Norwich,  
Norfolk,  
NR2 2LR**

Alternatively, they can be sent via email: [head@townclose.com](mailto:head@townclose.com)

- The Head will decide, after considering the complaint, the appropriate course of action to take.
- In most cases, the Head will meet or speak directly to the parents concerned, normally within 5 working days of 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 or ask another senior member of staff (Senior Deputy, Head of Pre Prep or Bursar) to investigate.
- 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 is practicable, the relevant facts have been established, a decision will be made, and parents or carers will be informed of this decision in writing. The Head will also give reasons for his/her decision. The complainant will be notified of the decision as soon as possible, within a maximum of 28 days.
- If parents are still not satisfied with the decision, they should proceed to Stage 3 of this procedure.
- Any written complaints about the fulfilment of the EYFS requirements will be investigated and the complainant notified of the outcome of the investigation within 28 days. The record of complaints will be made available to Ofsted and ISI on request.
- If the complaint is against the Head, the Chair of Governors will call for a full report from the Head and for all the relevant documents. The Chair of Governors may also call for a briefing from members of staff and will, in most cases, meet with the parents or carers to discuss the matter further. Once the Chair of Governors is satisfied that, so far as practicable, all of the relevant facts have been established, the parents or carers will be informed of the decision in writing. The complainant will be notified of the decision as soon as possible, within a maximum of 28 days.

If parents or carers are still not satisfied, they should proceed to Stage 3 of this procedure.

### **STAGE 3 - Panel Hearing**

- If parents or carers seek to invoke Stage 3 (following a failure to reach an earlier resolution), they will be referred to the Chair of Governors, who has been appointed by the Governors to call hearings of the Complaints Panel. If the Chairman of Governors has already been involved in considering a complaint against the Head, it will be referred to an appropriate member of the Governors.
- The matter will then be referred to the Complaints Panel for consideration. The panel will consist of three persons not directly involved in the matters detailed in the complaint, one of whom shall be independent of the management and running of the school. Each of the Panel members shall be appointed by the Board of Governors. The Chair of Governors (or alternative appointed Governor where appropriate), on behalf of the Panel, will then acknowledge the complaint and schedule a hearing to take place as soon as practicable and normally within 10 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 such particulars shall be supplied to all parties not later than 2 working days

prior to the hearing.

- The parents or carers may be accompanied to the hearing by one other person. This may be a relative, teacher or friend. Legal representation will not normally be appropriate.
- If possible, the Panel will resolve the parent or carers' complaint immediately without the need for further investigation.
- Where further investigation is required, the Panel will decide how it should be carried out. After due consideration of all the facts they consider relevant, the Panel will reach a decision and may make recommendations, which it shall complete within 5 working days of the Hearing.
- The Panel will write to the parents or carers informing them of its decision and the reasons for it. The decision of the Panel will be final. The Panel's findings and recommendations, if any, will be sent in writing to the parents or carers, the Head, the Chair of Governors and, where relevant, the person about whom the complaint was made. The findings will be available for inspection on the School premises by the Chair of Governors and Head.
- Where a dispute is still unresolved, the School will provide the parents or carers with the name and address of a certified alternative dispute resolution ('ADR') entity, in accordance with The Alternative Dispute Resolution for Consumer Disputes (Competent Authorities and Information) Regulations 2015 ('the ADR Regulations'). Such ADR practitioners would be competent to deal with any unresolved dispute, should both parties wish to engage in ADR.

In the academic year 2024/25 all complaints were resolved on an informal basis.

### **Habitual or Vexatious Complainants**

In the unlikely event of habitual or vexatious complaints, the School will deal with this in accordance with the parental contract Paragraph 6 (b).

### **General**

Nothing in this policy affects an individual's statutory rights.

Parents and carers 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 6(2)(j) of the Education (Independent Schools Standards) Regulations 2003; where disclosure is required in the course of the School's inspection; or where any other legal obligation prevails.

Parents may wish to take their complaint to OFSTED or The Independent Schools Inspectorate. In which case they are advised to contact these organisations at the following locations:

### **Independent Schools Inspectorate CAP House**

**9-12 Long Lane  
London  
EC1A 9HA  
Tel 020 7600 0100**

**OFSTED**

Email address: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)

**Annex 1 – ACTIVATE**

ACTIVATE would much rather hear of any concern early. Concerns may be communicated to the relevant Course Instructor. This member of staff may be able to resolve the matter quickly, without recourse to any further process. However, they may prefer to take the matter to the Course Director. This may be more appropriate when the concerns relate to bullying, pastoral matters or are to do with the care and supervision of children. Even in cases where staff can resolve the issue, they will notify the Course Director of any serious concerns or complaints received.

*Last Reviewed November 2025  
Next review October 2026*