



Policy Title: <b>Complaints Procedure - Parents</b>	Reviewed: Feb 2026
School Section: <b>Woodhouse Grove</b>	Reviewer: HM/ELN
Audience: Parents	Revision: <b>1.8</b>

## **COMPLAINTS PROCEDURE (Parents)**

### **INTRODUCTION**

Woodhouse Grove School (the 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, they can expect it to be treated by the School in accordance with this Procedure. This policy applies to all pupils at The Grove.

### **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 child's Head of Year. In many cases, the matter will be resolved straightaway by this means to the parents' satisfaction. If the Head of Year cannot resolve the matter alone, it may be necessary for them to consult the Headmaster.
- Complaints made directly to the Headmaster will usually be referred to the relevant Head of Year unless the Headmaster deems it appropriate for him to deal with the matter personally.
- The Head of Year 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 5 working days or in the event that the Head of Year and the parent fail to reach a satisfactory resolution, then parents 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 should put their complaint in writing to the Headmaster. The Headmaster will decide, after considering the complaint, the appropriate course of action to take.
- In most cases, the Headmaster or his nominee will meet/speak 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 further investigations to be carried out. The Headmaster will determine who should carry out any investigation and this may be someone external to the school.
- The school will keep written records of all meetings and interviews held in relation to the complaint.



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- Once the Headmaster is satisfied that, so far as 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 Headmaster will also give reasons for his decision.
- If parents are still not satisfied with the decision, they should proceed to Stage 3 of this Procedure within 10 working days.

### STAGE 3 – PANEL HEARING

- If parents seek to invoke Stage 3 (following a failure to reach an earlier resolution), they will be referred to (the Chairman of the Complaints Panel), who has been appointed by the Governors to call hearings of the Complaints Panel.
- The matter will then be referred to the Complaints Panel for consideration. The Panel will consist of at least 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 on behalf of the Panel. The Panel will then acknowledge the complaint and schedule a hearing to take place as soon as practicable and normally within 21 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 5 working days prior to the hearing.
- The parents 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 parents' 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's findings and recommendations will be sent by electronic mail or otherwise given to the complainant and, where relevant, the person complained about. The panel's findings and recommendations will then be made available for inspection on the school premises by the governors and the headmaster.

Parents can be assured that all concerns and complaints will be treated seriously and confidentially. A written record will be kept on file of all complaints, and of whether they are resolved at the preliminary stage or proceed to a panel hearing. The written record will also record the action taken by the school as a result of these complaints (regardless of whether they are upheld).



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Correspondence, statements and records will be kept confidential except in so far as is required of the school by the Education (Independent Schools Standards) Regulations 2014 (Part 7, paragraph 33 k); where disclosure is required in the course of the school's inspection; or where any other legal obligation prevails.

Parents can request the number of complaints registered under the formal procedure during the preceding school year.

#### CONCERNS/COMPLAINTS ABOUT LEADERSHIP AND MANAGEMENT

If a parent has a concern about the Headmaster, this will constitute a complaint and should be made directly to the Chair of Governors via [governors@woodhousegrove.co.uk](mailto:governors@woodhousegrove.co.uk).

If a parent has a concern about a member of the Governing Body this will constitute a complaint and should be made directly to the Headmaster who will then report it to the Chair of Governors.

If a parent has a concern about the Chair of Governors, this will constitute a complaint and should be made directly to the Headmaster who will then report it to the Chief Executive Officer of the Methodist Independent Schools Trust.