



**FINTON HOUSE**  
SCHOOL

**COMPLAINTS POLICY**  
April 2026



A copy of this policy is available to all governors and parents via the school website or a hardcopy on request from the School Office. It is accessible to all staff electronically (in the Policy folder on the Staff Admin Drive) and a hardcopy held on file in the Head's Office. This policy applies to all at the school including those in Reception (the EYFS).

## Contents

1. Policy Statement .....	2
2. Stage 1 – Informal Resolution .....	2
3. Stage 2 – Formal Resolution by Head.....	2
4. Stage 3 – A Panel Hearing .....	2
5. Record of Complaints .....	3
6. Template for Recording Complaints (Stage 2 & 3).....	6

## 1. Policy Statement

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Finton House prides itself on the quality of teaching and pastoral care provided to its pupils. If parents have a complaint, they can expect it to be treated by the school in accordance with this policy and procedure. This includes parents with children in the EYFS. Where the school's policies or their implementation of them, are open to criticism, parents must feel able to express criticism without fear or favour, provided that complaints are addressed in a constructive tone and spirit. This document in no way is intended to inhibit the free flow of information and comment between parties to ensure the safeguarding of all pupils.

## 2. Stage 1 – Informal Resolution

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- It is hoped that most complaints and concerns will be resolved quickly and informally.
- If parents have a complaint, they should contact their son/daughter's Class Teacher, initially by email or phone via the office. In many cases, the matter will be resolved straightaway by this means to the parents' satisfaction. If the Class Teacher cannot resolve the matter alone, it may be necessary for him/her to consult the Head or a member of the Management Team.
- Complaints made directly to the Head or a member of the Senior Leadership Team will usually be referred to the relevant Class Teacher unless it is deemed appropriate to deal with the matter personally.
- The Class Teacher will make a written record on 'CPOMS' of all concerns and complaints and the date on which they were received. Should the matter not be resolved within one week or in the event that the Class Teacher 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.
- If parents are not satisfied with the outcome of Stage 1, they should proceed to Stage 2 of this procedure.

## 3. Stage 2 – Formal Resolution by Head

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- If the complaint cannot be resolved on an informal basis (Stage 1), then the parents should put their complaint in writing to the Head by email or using our complaint form available on Frog or hard copy from the office (see point 6). The Head will decide, after considering the complaint, the appropriate course of action to take.
- In most cases, the Head will meet or speak to the parents concerned, within two days of receiving the written 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 prior to meeting/speaking, in which case this will be communicated.
- Once the Head is satisfied that, so far as is practicable, all of the relevant facts have been established, a decision will be made and the parents informed within seven days of receiving the written complaint. The Head will also give reasons for the decision.
- The Head will keep written records of all meetings and interviews held in relation to the complaint. A record of formal complaints will be kept by the School, using the pro-forma (see point 7) showing what actions resulted, what we have learnt and whether or not they proceeded to Stage 3 (a panel hearing).
- If parents are still not satisfied with the decision, they should proceed to Stage 3 of this Procedure.

## 4. Stage 3 – A Panel Hearing

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- If parents seek to invoke Stage 3 (following a failure to reach an earlier resolution with the Head), they should make this request within two weeks of the outcome of Stage 2 to the Director of Finance & Operations (DFO), who has been appointed by the Governors to call hearings of the Complaints Panel.

This can be done by email or using the complaint form available on Frog or hard copy from the office (see point 6).

- The matter will then be referred to the Complaints Panel for consideration. The Chair of the Governors will appoint at least three persons who have no previous involvement with the matter, one of whom shall be independent of the management and running of the School. The DFO, on behalf of the Panel, will then acknowledge the complaint and schedule a hearing to take place as soon as possible and normally within two weeks.
- 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 three 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. A written record of the meeting will be taken by the DFO and this will form the minutes of the meeting which shall be shared with the parent(s).
- 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 facts they consider relevant, the Panel will reach a decision and may make recommendations, which it shall complete within seven days of the Hearing. The decision of the Panel will be final.
- The Panel's findings and any recommendations will be sent in writing (and email if appropriate) within 7 days to the complainant and where relevant the person or persons involved or complained about. A record of the Panel's findings and any recommendations will be kept confidentially on the school premises. The Head and the Board of Governors will be sent a copy.

## 5. Record of Complaints

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Written records of all complaints, including the action taken and regardless of whether the complaint was upheld, will be kept confidentially by the school, using the pro-forma below. An anonymized version of the form is presented to the Board of Governors at the next termly meeting, which will include any learning points or actions.

Any written complaints regarding the school's fulfilment of the EYFS requirements will be investigated and resolved within 28 days of receipt. Any such complaints will be made available to Ofsted on request.

Parents of pupils in Reception (the EYFS) may, if they wish, contact Ofsted or ISI at the addresses below should they have any concerns about the fulfilment of the EYFS requirements:

### **Ofsted**

Royal Exchange Buildings  
St Ann's Square  
Manchester  
M2 7LA

### **Independent Schools Inspectorate**

CAP House  
9 - 12 Long Lane  
London  
EC1A 9HA

## Notes

- Parents can be assured that all concerns and complaints will be treated seriously and confidentially.
- Notes of meetings between parents and teachers are kept on CPOMS.
- Stage 1 complaints are logged on CPOMS, the School's software for monitoring Safeguarding and pastoral issues. A confidential written record is kept by the Head of all complaints whether they are resolved at Stage 2 or Stage 3.
- All correspondence, statements and records relating to individual complaints are to be kept confidential except where the Secretary of State or a body conducting an inspection under section 108 or 109 of the 2008 Act requests access to them or where any other legal obligation prevails. All records are retained in accordance with the School's Data Protection Policy

During the last school year (Sep 2024 – Jul 2025) there were 2 complaints resolved at Stage 2 and 0 complaints went to Stage 3.

## 6. Complaint Form (Stage 2 or 3)

Complainant's name			Date	
Pupil's name			Class	
Email				
Phone (day)		Phone (eve)		
<b>Complaint details</b>				
Please select	Stage 2 complaint to the Head		<input type="checkbox"/>	Ben Freeman
	Stage 2 complaint about the Head		<input type="checkbox"/>	James Vickers (c/o office)
	Stage 3 complaint for panel		<input type="checkbox"/>	Nick Binnington
<b>Please give details of your complaint:</b> [Include dates, times, names of staff involved, and exactly what happened]				
<b>What steps have you already taken to discuss this issue with the school?</b> [e.g., spoke to class teacher on dd/mm/yyyy]				
<b>What was the result of those discussions?</b>				
<b>What actions do you feel might resolve the problem at this stage?</b>				
<b>Are you attaching any paperwork? (e.g., emails, photos, letters)</b> <input type="checkbox"/> Yes <input type="checkbox"/> No				

Please place this form in an envelope and ask the office to pass it to the relevant person.

## 7. Template for Recording Complaints (Stage 2 & 3)

<b>Date Complaint Made:</b>			
<b>Complainant's Name:</b>		<b>Pupil's Name (if relevant):</b>	
		<b>Class:</b>	
<b>Source of Complaint (please tick as appropriate):</b>			
Parent (in writing, including email)	<input type="checkbox"/>	Parent (phone call)	<input type="checkbox"/>
Parent (in person)	<input type="checkbox"/>	Staff member	<input type="checkbox"/>
Anonymous	<input type="checkbox"/>		
<b>Nature of Complaint (please tick the requirements that the complaint relates to):</b>			
Early Years (Reception)	<input type="checkbox"/>	And/or SEN Child	<input type="checkbox"/>
<b>Please give details of the complaint:</b>			
<b>How it was dealt with (please tick as appropriate):</b>			
Internal investigation	<input type="checkbox"/>	Investigation by ISI/DfE	<input type="checkbox"/>
Investigation by other agencies (please state)	<input type="checkbox"/>		
<b>Please give details of investigation/response:</b>			
<b>Actions and Outcomes:</b>			
<b>Date Resolved:</b>		<b>Stage:</b>	
<b>Name:</b>		<b>Signature:</b>	

## Policy Oversight

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**Policy Author/s:** Ben Freeman, Head

**Policy Review date:** 24 April 2026

**Review Frequency:** Annual

**SLT Policy Oversight:** Ben Freeman, Head

**Governing Committee:** Governance

**Governor Name:** Lucy Myres

**Chair of Governors:** James Vickers