



Educational Mission Statement: Barfield School will provide an outstanding educational experience of the highest quality, within a safe and stimulating environment.

Barfield 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 sympathetically and efficiently in line with this policy and resolved as soon as possible. Barfield will try to handle every concern or complaint in a positive way with the aim of resolving the issue(s) and where necessary the School's systems and procedures may be reviewed in light of the complaint.

Barfield wants to know as soon as possible if there is any cause for dissatisfaction with any part of the School. Barfield recognises that a dissatisfaction that is not resolved quickly and fairly can cause resentment, which could be damaging to relationships and the School culture. Parents or pupils should never feel or be made to feel that a complaint would not be taken seriously or that it will affect a pupil's opportunities within the School.

Barfield feels this is good practice for all those concerned and helps promote the School's belief in safeguarding and welfare. This is a whole school policy, including EYFS.

Stage 1 – Informal Resolution:

Barfield hopes that most concerns or complaints can be resolved quickly and informally. If the complaint involves discrimination, harassment or victimisation these are taken very seriously and may need to be dealt with at Stage 2 – Formal Resolution, without action at Stage 1 – Informal Resolution.

If parents have a complaint they should contact their son/daughter's Key Person or Class Teacher (for Early Years – Y2) or Form Tutor (for Y3 - 8). In many cases, the matter will be resolved straightaway by this means, to the parents' satisfaction. If the Class Teacher/Form Tutor cannot resolve the matter alone, it may be necessary for him/her to consult a Head of Department/Head of Pre-Prep (Nursery Manager)/Deputy Head (Academic or Pastoral) or the Headmaster.

Complaints made directly to a Head of Department/Head of Pre-Prep (Nursery Manager)/Deputy Head (Academic or Pastoral) or the Headmaster will be referred to the relevant Class Teacher/Form Tutor unless a Head of Department/Head of Pre-Prep (Nursery Manager)/Deputy Head (Academic or Pastoral) or the Headmaster deems it appropriate for him/her to deal with the matter personally.

If the complaint is regarding financial issues it should be put in writing and sent to the School Bursar, who will aim to respond within 5 working days.

The Class Teacher/Form Tutor will make a written record of all concerns and

complaints and the dates on which they were received. A concern which has not been resolved by informal means within 15 working days should then be put in writing and dealt with in accordance with Stage 2 – Formal Resolution.

Stage 2 – Formal Resolution:

If a complaint cannot be resolved on an informal basis under Stage 1, it should then be put in writing. This should provide full details of the complaint and enclosing any relevant documentation and sent to the Headmaster. The Headmaster will consider the complaint and then decide on an appropriate course of action.

In most cases, the Headmaster will speak to the parents concerned, within 3 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 Headmaster to carry out further investigations.

The Headmaster will keep written records of all meetings and interviews held in relation to the complaint. These records of complaints will be made available to ISI or Ofsted, on request.

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, within 25 working days. The Headmaster will also give reasons for his decision and all written records relating to the complaint will be kept.

Please be aware that a complaint received close to the end of term is likely to take longer to resolve.

If parents are still not satisfied with the Headmaster's decision under Formal Resolution, a letter should be written to the Chairman of Governors within 5 working days of the Headmaster's decision, highlighting the complaint and Stage 3 of this procedure will commence.

Since February 2010 Barfield School have received six complaints that have reached Stage 2. This is the point where informal discussions have not succeeded in providing a resolution and as such the concern has become a complaint.

Stage 3 – Panel Hearing:

The letter received by the Chairman of Governors will be referred to the Complaints Panel for consideration. The Panel will consist of at least 3 people not directly involved in the matters detailed in the complaint, including one panel member who is independent of the management and running of the School. Each of the panel members shall be appointed by the Chairman. A member of the Governing Body, on behalf of the Panel, will then acknowledge the complaint and endeavour to schedule a hearing to take place within 15 working days of a complaint being made or at a date agreed by all parties.

The Panel will not consider any new areas of complaint which have not previously been raised as part of the complaints procedure.

The Panel's task is to establish the facts surrounding the complaint(s) that has been made by considering the documents provided by both parties, which should be supplied no later than 3 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 is not 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 facts they consider relevant, the Panel will reach a decision and may make recommendations, which it shall complete within 15 working days of the Hearing. The Panel will write to the parents informing them of its decision and the reasons for it. The Panel's findings and, if any, recommendations will be sent in writing to the parents, the Headmaster, the Governors and, where relevant, the person about whom the complaint has been made.

Parents can be assured that all concerns and complaints will be treated seriously and confidentially. A written record of the complaint(s) will be kept by the School. 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.

Complaints can also be made directly by writing to the ISI or emailing them at concerns@isi.net, or the Department of Education on 0370 000 2288. If you have a concern relating to bullying or child abuse contact the ISI on 0207 710 9900. The ISI will not investigate disputes about fees or complaints about pupils no longer at the School.