



Glendower Preparatory School

Parental Complaints Procedure

2025 - 2026

Reviewed: July 2025

Next review: September 2026

Introduction

Glendower Preparatory School prides itself on the quality of education and pastoral care provided to pupils. However, if parents have a complaint, they can expect it to be treated with care and in accordance with this procedure. This Complaints Procedure is available to all parents of current and prospective pupils via the School's website.

In accordance with paragraph 32(1) of Schedule 1 to the Education (Independent School Standards) Regulations 2014, Glendower Preparatory School will provide details of this procedure, as well as the number of complaints registered under the formal procedure during the preceding school year, to Ofsted, the Department for Education (DfE), or the Independent Schools Inspectorate (ISI) upon request.

Note: Complaints by parents of former pupils will only be addressed under this procedure if the complaint was initially raised while the pupil was still enrolled at the School.

The School is committed to adhering to its obligations under the Equality Act 2010. "Parent(s)" in this document refers to the holder(s) of parental responsibility for a current pupil.

What Constitutes a Complaint?

A complaint is any expression of dissatisfaction with the School, a department, or an individual staff member, which a parent wishes to raise. This can include cases where a parent feels the School has acted wrongly, failed to act appropriately, or acted unfairly. Records related to complaints are kept confidential, except where legally required.

Three-Stage Complaints Procedure

Stage 1 – Informal Resolution

We hope most complaints can be resolved quickly and informally.

- 1) Parents should normally contact their daughter's Form Teacher regarding concerns. If the Form Teacher is unable to resolve the matter, they may consult with a Head of Section (Nursery/Pre-Prep) or Deputy Head Academic/Deputy Head Pastoral (Prep).
- 2) Complaints made directly to a Head of Section (Nursery/Pre-Prep) or Deputy Head Academic/Deputy Head Pastoral (Prep) or the Head may be referred to the Form Teacher, unless it is deemed appropriate to handle the matter personally.
- 3) The Form Teacher will document all concerns and complaints. If unresolved within five working days, or if a satisfactory resolution is not reached, parents will be advised to proceed with Stage 2.

If the complaint concerns the Head, parents should make their complaint directly to the Chair of Governors, whose contact details are available on the school website.

Stage 2 – Formal Resolution

If the complaint cannot be resolved informally, parents should submit it in writing to the Head.

- 1) The Head will acknowledge receipt of the complaint in writing.

- 2) The Head will review the complaint and arrange a meeting with the parents within five working days of receiving the written complaint.
- 3) If further investigation is required, the Head may conduct it personally or appoint an external investigator. The school reserves the right to select the external investigator.
- 4) Written records will be kept of all meetings and interviews related to the complaint.
- 5) Once all relevant information has been gathered, the Head will communicate the decision to the parents in writing, typically within 15 working days from the date on which the complaint was received in writing by the Head. If the complaint concerns the Head, the Chair of Governors will appoint a representative to manage the process.
- 6) If the parents are not satisfied with the decision, they may proceed to Stage 3.

Stage 3 – Panel Hearing

If parents wish to invoke Stage 3, they must do so in writing to the Clerk to the Panel (the Bursar) within five working days of receiving the Stage 2 decision.

- 1) The Clerk will convene a Complaints Panel consisting of three persons not directly involved in the complaint, one of whom shall be independent of the school. For the purposes of this Panel, the external member may be someone currently serving as a Governor or Head of another independent school, as such individuals have a strong understanding of the sector.
- 2) The Panel will acknowledge the complaint within five working days and schedule a hearing within 20 working days.
- 3) Parents may attend the hearing with one other person (e.g., a relative or friend), but legal representation is discouraged.
- 4) The Panel may request additional information or carry out further investigations if needed.

The Panel will consider the complaint and provide a decision, along with reasons, within five working days of the hearing. The Panel's decision is final. A copy of the findings and recommendations will be provided to the parents, any staff member involved, the Chair of Governors, and the Head.

Please note: The School does not usually cover any costs that parents may incur in bringing a complaint through this procedure.

Timeframe for Dealing with Complaints

The School aims to handle all complaints swiftly, with a target of completing Stages 1 and 2 within 20 working days from first receiving the complaint in writing and Stage 3 within an additional 25 working days from first receiving the complaint in writing. Please note that working days refer to weekdays during term time.

Recording Complaints and Data Use

The School keeps records of all formal complaints, whether resolved at Stage 1, Stage 2, or proceeding to Stage 3. Records are confidential unless disclosure is legally required, as per the School's Privacy Notice and Data Protection Policy.

COMPLAINTS PROCEDURE

Prepared by: C Boyd (Headmistress)

In discussion with: S Platts (Bursar), L Bassett (Chair of Governors)

Approved and ratified by the Governors after reviewing the efficiency with which the related duties have been discharged.

To be reviewed in October 2025 by the governing body.