

1. **Introduction.** St Faith's takes pride in the quality of its teaching and pastoral care and in the openness of its relationship with its parents. This policy provides a structure for the resolution of such concerns as parents may from time to time have about particular aspects of the provision made for their children's education at St Faith's. We welcome suggestions and comments from parents and we aim to deal properly, within a reasonable time and in a courteous, efficient and fair way with any concerns parents may raise.
2. **Informal Resolution.**
  - a. Most concerns are resolved quickly and informally by talking directly to the appropriate member of staff, or by emailing them, and this is the right thing to do first. Be as clear as possible about what is giving you concern.
  - b. The best person to approach is your child's tutor. The tutor will make a written record of your concern and the date on which it was raised. If time is required for investigation and response, it will not exceed a fortnight.
  - c. If you feel that the tutor is for whatever reason not the right person to talk to you may wish to speak, as appropriate, to one of the following:
    - The appropriate Head of Department (ask in the School Office for the name if you don't know it). Concerns raised with a Head of Department will usually then be referred to the relevant teacher.
    - The Head of Pre Prep, Mrs Linda Smith (for general education and pastoral issues in the Pre Prep).
    - The Director of Pastoral Care, Mr Critchley, or the Head of House (for general welfare and pastoral issues in Years 3-8).
    - The Headmaster or the Deputy Head, Mr Davenport, (for concerns about your child's next school).
    - The Deputy Head (Academic), Mrs White (for concerns about your child's curriculum, overall academic progress or teaching group in Years 3 to 8).
    - The Director of Communication, Mr Mageean, about communication with the School.
  - d. Any of these staff may consult the Headmaster if he or she feels that this will help resolve the issue.
  - e. If you fail to reach a resolution that satisfies you or if no resolution is reached after fourteen working days you should make your complaint formally to the Headmaster as in the next section: Formal Resolution.
3. **Formal Resolution.**
  - a. If your concern has not been resolved on an informal basis then you should put your concern in writing to the Headmaster who will consider your concern and decide on the appropriate course of action to take.

- b. The Headmaster will respond either verbally or in writing within fourteen working days. If possible a resolution will be reached at this stage.
- c. It may be necessary for the Headmaster to carry out further investigations.
- d. The Headmaster will keep written records of all meetings and interviews held in relation to the concern.
- e. Once the Headmaster is satisfied, so far as is practicable, that all of the relevant facts have been established, a decision will be made and the parents will be informed of this decision in writing and the reasons for it.
- f. If parents cannot accept this decision, they should refer the matter to the Panel, as in detailed in the next section.

#### 4. **Concerns Panel Hearing.**

- a. If there is a failure to reach a resolution of your concern through informal means or with the involvement of the Headmaster, you should address your concern in writing to the Chair of the St Faith's Committee, care of St Faith's, Cambridge, CB2 8AG. The school will forward your letter to the Chair. The concern will then be referred to the Concerns Panel for consideration. The Panel will consist of at least three persons not directly involved in the matters detailed in the concern, two of whom will be Governors of the school and the third of whom will be independent of the management and running of the school, except that where the concern is about the management or the governance of the school the Panel will consist of at least three persons who are independent of the management and the governance of the school. Each of the Panel members will be appointed by the Governors of the school. The Chair of the St Faith's Committee will then acknowledge the concern and schedule a hearing to take place as soon as practicable within twenty-eight days.
- b. If the Panel deems it necessary, it may require that further particulars of the concern or any related matter be supplied in advance of the hearing. Copies of such particulars will be supplied to all parties not later than seven days prior to the hearing.
- c. The parents may be accompanied to the hearing by one person.
- d. If possible the Panel will resolve the parents' concern immediately without the need for further investigation.
- e. 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 fourteen days of the hearing. The Panel will write to or email the parents informing them of its findings and the reasons for its decision. The Panel's findings and its decision and its recommendations, if any, will be communicated in writing or by email to the parents, to the Head, to the Governors and, where relevant, to the person about whom the concern has been raised. The Panel's decision will be final.
- f. A copy of the Panel's findings and recommendations will be made available for inspection on the school premises by the Chair of Governors and the Head.
- g. A written record of all complaints will be maintained and will record whether they were resolved at the preliminary stage or proceeded to a panel hearing. The record will include action taken by the School as a result of these complaints, regardless of whether they are upheld.

h. Parents can be assured that all concerns and complaints will be treated seriously and confidentially. Correspondence, statements and records will 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.

5. **Parents of Children in the Foundation Year (Upper EYFS).**

a. Where children are in our Foundation Year we will investigate all written complaints relating to the requirements and notify complainants of the outcome of the investigation within 28 days of having received the complaint.

b. We will also provide Ofsted [and ISI], on request, with a written record of all complaints made during any specified period, and the action which was taken as a result of each complaint.

c. Parents of children in the Foundation Year may make their concerns known to Ofsted if they wish to do so. Ofsted can be contacted at: Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD; general helpline 0300 123 1231; textphone number 0161 6188524

d. A record of complaints is kept for at least three years.

6. Parents may wish to make their concerns known to ISI and they can be contacted on 020 7600 0100 or by email [info@isi.net](mailto:info@isi.net)

The number of formal complaints in the previous academic year is 2.

N L Helliwell  
**Headmaster**