



Resicare Alliance

## Local Complaints Policy ISS

**Document Control**

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|--|---------------------------------|
| Initial purpose and scope of the new policy/procedure agreed by: | Resicare Alliance Ltd           |
| Technical review carried out:                                    | SMT                             |
| Final quality check carried out:                                 | Chris Brown                     |
| Date implemented:  | 01.03.25                        |
| Version Number:  | 1                               |
| Date of the next review:   | 01.03.26                        |
| Department responsible:  | Education                       |
| Job Title of Lead Person:  | Chris Brown (Head of Education) |

## The Yews School

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## **Complaints Policy (Independent School Standards)**

Reviewed: July 2025

Next Review Due: July 2026

Approved by: Headteacher

### **1. Introduction**

The Yews School is committed to providing a high-quality education and ensuring the well-being of all pupils. We welcome feedback and value concerns raised by parents and guardians. This policy sets out the procedure for handling complaints in line with Part 7 of the Independent School Standards Regulations (ISSRs 2014).

### **2. Aims and Scope**

This policy aims to ensure that:

- Complaints are dealt with fairly, transparently, and promptly.
- The school meets its obligations under the ISSRs.
- All parties involved understand the procedure for lodging and resolving complaints.

This policy covers complaints from current parents or guardians of registered pupils about matters relating to:

- The education provided at The Yews School
- The school's policies or procedures
- The treatment or behaviour of staff
- The welfare or safety of pupils

Note: This policy does not apply to concerns regarding child protection, which are managed through our Safeguarding Policy.

### **3. Informal Stage**

In most cases, concerns can be resolved quickly and informally.

- Parents should first raise the concern with the relevant member of staff (e.g., class teacher or form tutor).
- If the concern is not resolved, it may be referred to a member of the Senior Leadership Team (SLT).
- A written or verbal response will be given within 5 working days.

### **4. Formal Stage (Stage 1)**

If the issue remains unresolved, a formal complaint may be submitted.

- The complaint must be made in writing to the Headteacher.
- The Headteacher will acknowledge receipt within 3 working days.
- The Headteacher (or designated SLT member) will investigate the complaint and may request a meeting with the complainant.
- A written response will be provided within 10 working days of the complaint being acknowledged.

## **5. Panel Hearing (Stage 2)**

If the complainant is dissatisfied with the response, they may request a panel hearing.

- A request must be made in writing within 10 working days of receiving the Stage 1 response.
- The panel will consist of at least three people, one of whom is independent of the school's management and governance.
- The complainant may attend and be accompanied by a companion.
- The panel will consider the complaint and make findings and recommendations.

The panel will:

- Convene within 15 working days
- Provide a written decision within 5 working days of the hearing

A copy of findings and recommendations will be:

- Provided to the complainant
- Made available for inspection by the Headteacher and Governors

## **6. Record Keeping**

The Yews School keeps a written record of:

- All formal complaints
- The stage at which they were resolved
- Actions taken as a result

Records are kept for at least three years. The school will provide access to these records during an inspection and on request by the Secretary of State.

## **7. Confidentiality**

All complaints will be handled confidentially, in line with data protection laws and school policy, except where disclosure is legally required or necessary for safeguarding.

## **8. Availability of Policy**

This policy is available:

- On the school website
- On request from the school office
- To Ofsted and the Department for Education upon request

## **9. Contact**

For further information or to make a complaint, please contact:

The Yews – Provision Lead -

Director of Education -  
07934107616

[cbrown@resicarealliance.co.uk](mailto:cbrown@resicarealliance.co.uk) – Tel