



Resicare Alliance

Local Complaints Policy ISS

Document Control

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

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

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