



HOLTON SLEAFORD

— INDEPENDENT SCHOOL —

Complaints Policy

Introduction

At Holton Sleaford Independent School we pride ourselves on having regular contact with parents/careers. Most queries or concerns will hopefully be able to be resolved quickly and effectively on an informal basis when raised with any member of our staff team.

Aims of the Complaints Procedure

This procedure aims to reassure parents and others with an interest in the school that:

- Any complaint against the school will be dealt with in a fair, open and responsive way, with the aim of achieving a speedy and satisfactory resolution.
- The school recognises that a willingness to listen to questions and criticism and to respond positively, can lead to improvements in practices and provision for pupils. In turn this helps to promote parents' and pupils' confidence in our ability to safeguard and promote welfare.

This policy is available to all members of staff at Holton Sleaford Independent School and on request to parents, prospective parents, and pupils. The policy is available on our website.

Scope of the Procedure

Complainants may be anyone e.g. pupils, parents, guardians, grandparents, neighbours, outside/referring agencies, visitors, or anyone with an interest in the work of the School.

Initial complaints may be made by telephone, in person, text, e-mail, or in writing.
Separate procedures apply in the event of a child protection or safeguarding issue

Three Stages

Below are the three stages Holton Sleaford Independent School will follow when dealing with any concerns or complaints.

Stage One

In the first instance the complainant should contact the school as soon as a concern arises. This would be either by phone, in person, text, email or in writing. If phoning, you can leave a message asking for a Teacher to ring you back at the end of the school day.

Where this is not appropriate, or the complainant wishes to have a more formal discussion with a member of staff then a convenient appointment should be arranged. This should occur within 5 working days of the request for an appointment.

Note: A concern about the safety of your child should be notified immediately to the person you believe is best placed to take urgent action and should be confirmed in writing to the school leadership team.

Most problems can be resolved informally at this stage, however, should the complainant wish to take up the issue officially, and the following procedure should be followed:

Stage Two

A formal complaint should be made in writing to Proprietor, Mr Luke Hollingworth, who will investigate the issue. (See Appendix 1). An appointment will be made to discuss the problem with the complainant. This should occur within 5 working days of the complaint.

Any complaints made against the Proprietor, Mr Luke Hollingworth will be investigated by members of the school leadership team and findings will be referred to the Chair of Governors.

The complainant will be informed as to the finding of the investigations in writing if necessary, as soon as possible, but no later than 15 working days from the initial communication.

The appropriate referring agencies will be notified of the receipt of a complaint at this stage and their advice requested.

If the complainant remains dissatisfied, the next stage should be followed:

Stage Three

The complainant is entitled to appeal further to discuss the matter with a panel appointed by Mr Luke Hollingworth, unless he was the subject of the complaint, in which case the panel will be convened by the Chair of Governors. A request for a panel hearing should be made in writing and should include any correspondence and supporting evidence. The panel will consist of three people who are not directly involved in the matters detailed in the complaint and one of these will be independent of the management and running of the school.

The complainant may have additional support or external representation with them at the hearing. An appointment will be offered for an appeal within a further 15 working days, allowing adequate notice to all concerned.

The panel will aim to resolve the complaint and achieve reconciliation between the complainant and Holton Sleaford Independent School. The panel will investigate the complaint fully and produce a report of their findings; they will decide and/or recommendations based on the evidence gathered. The panel will report to the Administrator who will write to the complainants, the person complained about and inform the Proprietor or Chair of Governors within 5 days with the details of the panel's decision.

Written records of all complaints and their outcomes will be kept, whether resolved at stage one, when a complaint is submitted in writing or when the complaint proceeds to a panel hearing.

All correspondence, statements and records of complaints will be kept confidential but will be shown to Ofsted/ISI at inspection. Copies will be made available to the Registration Authority on request.

General

The school and/or complainants may request advice or guidance from Lincolnshire County Council or the relevant school or agency at any stage during the procedure. Records of all conversations and meetings with complainants to resolve complaints will be kept. Letters from complainants and notes will be kept on file in the school's records, separately from individual pupil records.

If at any stage in the procedure it becomes apparent that the complaint falls outside of this general complaint's procedure, complainants will be informed. There may be rare occasions when, despite all the stages of the procedure having been followed, a complainant remains dissatisfied. If the complainant seeks to re-open the same issue, the school reserves the right to inform him/her in writing that the procedure has been exhausted and the matter is closed.

Parents can be assured that all concerns and complaints will be treated fairly and confidentially. Records are kept for a period of 5 years. In the event that parents remain unsatisfied with the outcome of the complaint they are able to contact Ofsted. Ofsted publish guidance on their website for parents for parents who wish to take their complaint further at www.ofsted.gov.uk.

Guidance for staff and information for the complaints panel are available in the Complaints Procedure Guidance and shown on the Complaints Procedure flowchart.

Contact Numbers

Local Authority Designated Officer - 01522 554674

Safeguarding Governor - Chris Armond - via message on 10529 410111

Sleaford Police Station - 01529 532222

<u>Written by...</u>	<u>Daniel Laughton</u>	<u>15/11/25</u>
<u>Approved by...</u>	<u>Mike Whatton</u>	<u>15/11/25</u>
<u>Signed...</u>		
<u>Date sent to Governors</u>		<u>Due for Review</u>
<u>Date approved by Governors</u>		<u>15/11/26</u>

Appendix 1

Complaints Procedure Form



Start Date:	Complainant:
Reviewed by:	Defendant:
Statement from Complainant:	
Actions:	
Outcome:	
Signed by:	Completion Date: