



TAUNTON
— SCHOOL —

PARENTAL COMPLAINTS POLICY

Policy Lead – Headmaster

Committee – Full Governing Board

Adopted by Governors – Autumn 2024

Last Review – September 2025

Review Schedule - Annually or following a change in legislation

Contents

[Statement of intent](#)

[Who may complain?](#)

1. [Legal Framework](#)
2. [Introduction and definitions](#)
3. [Roles and responsibilities](#)
4. [Management of complaints](#)
5. [Resolving complaints](#)
6. [Withdrawal of a complaint](#)
7. [Record keeping and confidentiality](#)
8. [Stage 1: Informal resolution of a complaint or concern](#)
9. [Stage 2: Formal complaint](#)
10. [Stage 3: Reference to the Complaints Panel](#)
11. [Managing unreasonable complaints](#)
12. [Complaints campaigns](#)

Appendices

- A. [Formal Complaints Form](#)
- B. [Request for a Formal and Independent Review of the Head's Response to a Complaint](#)
- C. [Contacting ISI and OFSTED](#)

Statement of intent

Taunton School aims to resolve complaints sympathetically, efficiently, at the earliest possible stage and, where possible, informally. Doing so is good practice. It is fair to those concerned and it helps to promote parents' confidence in our ability to safeguard and promote welfare.

We will try to resolve every concern in a positive way with the aim of putting right a matter which may have gone wrong and, where necessary, reviewing our systems and procedures in light of the circumstances.

This policy has been created to handle complaints relating to any aspects of the provision of facilities or services against:

- Any member of staff;
- The school;
- Individual governors or the board of governors.

It is designed to ensure that the school's complaints procedure is straightforward, impartial, non-adversarial, allows a full and fair investigation, respects confidentiality, and delivers an effective response and appropriate redress.

This policy outlines the procedure that the complainant and the school will follow. Once a complaint has been made, it can be resolved or withdrawn at any stage.

This policy is addressed to the Senior Management Teams of all parts of the school and to parents.

This policy can be made available in large print or other accessible format if required. If you require assistance with making a complaint, for example because of a disability, please contact the relevant Complaints Co-ordinator who will be happy to make appropriate arrangements.

This policy is available for parents on the school website.

Who may complain?

This Procedure is applicable only to parents of pupils who are currently on the School's roll (and not to parents of prospective or former pupils). The only exception to this is that complaints made by parents of former pupils will be dealt with under this Procedure if the complaint was initially raised when the relevant pupil was still registered as a pupil at the School.

The expression "parent" is used for all those having parental responsibility for a child.

There is no formal procedure governing the making of a complaint to the School by any person who is not a parent. Any non-parent (including former parent) who wishes to make a complaint should do so by putting it in writing to the School's Clerk (clerk@tauntonschool.co.uk), who will consider the most appropriate course of action.

1. Legal framework

This policy has due regard to all relevant legislation and guidance including, but not limited to, the following:

- Education Act 2002
- Equality Act 2010
- The Education (Independent School Standards) Regulations 2014
- Immigration Act 2016
- UK General Data Protection Regulation (UK GDPR)
- Data Protection Act 2018

2. Introduction and Definitions

For the purpose of this policy, a “**complaint**” is defined as ‘an expression of dissatisfaction’ towards the actions taken or a perceived lack of action. Complaints can be resolved formally or informally.

A “**concern**” is defined as ‘an expression of worry or doubt’ where reassurance is required. Concerns should be addressed with the member of staff most closely involved in the matter, who may well be able to resolve the concern quickly and informally but there may be some concerns which parents prefer to bring directly to the relevant Head of School. Please refer to section 7 of this policy for information on how concerns will be monitored.

Any complaint or concern will be taken seriously, whether raised formally or informally, and the appropriate procedures will be implemented.

The definition of “**unreasonable complaints**” is outlined in the ‘Managing unreasonable complaints’ section of this policy.

For the purpose of this policy, “**duplicate complaints**” are identical complaints received from a complainant’s spouse, partner or child. These complaints will not be addressed again and the individual making the second complaint will be informed that the complaint has been dealt with on a local level.

For the purpose of this policy, “**complaints campaigns**” are where the school receives large volumes of complaints that are all based on the same subject.

Individuals making complaints about issues relating to separate statutory procedures will be referred as follows:

- **Child protection** – referred to safeguarding procedures outlined in the Child Protection and Safeguarding Policy.
- **Exclusion** – referred to the procedures outlined in the Suspension and Exclusion Policy.
- **Whistleblowing** – referred to the internal whistleblowing procedures outlined in the Whistleblowing Policy.
- **Staff grievances** – referred to the internal grievance procedures outlined in the Grievance Policy.
- **Staff conduct** – referred to the internal disciplinary procedures.
- **Third-party suppliers using school premises or facilities** – referred to separate complaints procedures. The school will ensure any third-party supplier using school premises or facilities to offer community facilities or services has its own complaints procedures in place and such complaints do not fall within the scope of this policy.

All other complaints will be directed towards the procedures laid out in this policy.

Three stages: This policy describes a three-stage procedure:

- Stage 1: informal raising of a complaint notified orally or in writing to a member of staff
- Stage 2: a formal complaint in writing to the Head
- Stage 3: a reference to the Complaints Panel

Complainants may make complaints in person, in writing or by telephone. Complaints should be made using the appropriate channels of communication. A complaint will only be considered to have reached Stage 2 when outlined in writing to the relevant Head.

Complaints are expected to be made as soon as possible after an incident arises to amend the issue in an appropriate timescale. The school upholds a three-month time limit in which a complaint can be lodged regarding an incident. Complaints made outside this time limit will be considered in exceptional circumstances. In the case of any timescales changing, all parties involved will be informed of the changes in a timely manner. Complaints received outside of term time will be treated as being received on the first school day after the holiday period.

All legitimate complainants are given the opportunity to fully complete the complaints procedure.

3. Roles and responsibilities

The complainant will be responsible for:

- Cooperating with the school in seeking a solution to the complaint.
- Expressing the complaint and their concerns in full at the earliest opportunity.
- Promptly responding to any requests for information and meetings.
- Asking for assistance as needed.
- Treating anyone involved in the complaint with respect.

The investigator of the complaint will be responsible for:

- Providing a sensitive and thorough interviewing process of the complainant to establish what has happened and who is involved.
- Considering all records, evidence and relevant information provided.
- Interviewing all parties that are involved in the complaint, including staff and students.
- Analysing all information in a comprehensive and fair manner.
- Liaising with the complainant and clarifying an appropriate resolution to the problem.
- Identifying and recommending solutions and courses of actions to take.
- Being mindful of timescales and ensuring all parties involved are aware of these timescales.
- Responding to the complainant in a clear and understandable manner.

Where complaints are escalated to a panel hearing, all complaints panel members will be aware that:

- The review panel hearing is independent and impartial.
- No individual with prior involvement in the complaint, or the circumstances surrounding it, is permitted to sit on the panel.
- The aim of the panel is to achieve a reasonable resolution and, ultimately, attain reconciliation between the parties involved.

- Reconciliation between the school and complainant is not always achievable and it may only be possible to establish facts and make recommendations to reassure the complainant that their case has been taken seriously.
- The panel can:
 - Dismiss or uphold the complaint, in whole or in part;
 - Decide on appropriate action to be taken;
 - Recommend changes that the school can make to prevent reoccurrence of the problem.
- Complainants may feel nervous or inhibited in a formal setting and, therefore, the proceedings should be as welcoming as possible.
- When a child is present at the hearing, extra care needs to be taken to ensure that the child does not feel intimidated, as well as ensuring the child's view is represented equally.

The panel chair will:

- Ensure that minutes of the hearings are taken on every occasion.
- Explain the remit of the panel to the complainant.
- Ensure that all issues are addressed and that outcomes are reached based on facts and evidence.
- Help to put at ease and console individuals involved who are not used to speaking at such hearings, particularly any students involved.
- Conduct the hearing in a manner that ensures everyone is treated with respect and courtesy.
- Ensure that the room's layout and setting is non-adversarial, yet still sets the appropriate tone.
- Confirm that no member of the panel has previously been involved in the earlier stages of the procedure or has an external interest in the outcome of the proceedings.
- Give both the complainant and the school the opportunity to state their case and seek clarity without undue interruption.
- Provide copies of any written material or evidence to everyone in attendance of the meeting, ensuring that everyone has seen the necessary material.
- Organise a short adjournment of the hearing if required.
- Continuously liaise with the clerk to ensure the procedure runs smoothly.
- Help to provide the support necessary where the complainant is a child.

4. Management of complaints

The Head of Taunton School has appointed the following to act as Complaints Co-Ordinators within the various parts of the school:

- Taunton School (Senior School) – Deputy Heads
- Taunton International School (TSI) - Head and Assistant Head
- Taunton Prep School - Deputy Heads
- Taunton Nursery and Pre-Prep – Head of the Pre-Prep and Nursery

The Complaints Co-Ordinator is to be responsible for the co-ordination and administration of the Complaints Procedure. Aspects of this role may be delegated by the Complaints Co-ordinator to other senior members of staff to ensure that the complaint is investigated properly. Furthermore, this may occur because the Complaints Co-ordinator is unavailable, is the subject of the complaint or has been too closely involved in the complaint at an

earlier stage. In these scenarios his/her duties will be carried out by another senior member of staff. The main responsibilities of the Complaints Co-ordinator are to:

- be the first point of contact while the matter remains unresolved and keep records
- co-ordinate the complaints procedures in school
- arrange assistance for parents who require this, for example, because of a disability
- monitor the keeping, confidentiality and storage of records in relation to complaints
- report regularly to the Head with respect to complaints

5. Resolving complaints

At each stage of the complaints procedure, the school is committed to resolving the complaint. Where appropriate, the school will acknowledge that the complaint is upheld in whole or in part, and may offer one of the following:

- An explanation
- An admission that the situation could have been handled better
- An assurance that the school will try to ensure the incident will not occur again
- An outline of the steps that have been or will be taken to help ensure that it will not happen again and an indication of the timescales within which changes will be made
- An undertaking to review school policies in light of the complaint
- An apology

6. Withdrawal of a complaint

Where a complainant wishes to withdraw their complaint, the school will ask them to confirm this in writing. Despite the complaint having been withdrawn, the school will still take the complainant's voice seriously and attempt to avoid causing similar distress to others in the future. The school will not under any circumstances ask, or pressure an individual, to withdraw a complaint.

7. Record Keeping and Confidentiality

The school will keep a written record of all Stage 2 and 3 complaints, whether they are resolved following a formal procedure or proceed to a panel hearing, as required by regulation, and the action taken by the school as a result of these complaints (regardless of whether they are upheld). This will include the school's response and any complaints as identified as relating to the boarding provision.

Details of concerns and complaints resolved at Stage 1 will be kept separately from complaints registered under the formal procedure (Stage 2 and Stage 3). In line with current best practice, the school regularly reviews matters falling short of formal complaints in order to enable patterns of concern to be monitored. This includes complaints where the parent is satisfied with the school's response at the informal stage and matters which are expressions of worry or doubt over an issue considered to be important by the parent for which reassurances are sought. We recognise that concerns which are only ever dealt with as single incidents may cause the school to overlook emerging or significant trends with wider implications, particularly regarding student well-being.

The formal complaints log (for Stage 2 and Stage 3 complaints) will be held by the Head's PA.

All Governors will be briefed annually by the Head as to the nature, number and any trends within the complaints at Stage 2 and 3.

At all times, all the parties involved with answering a complaint will treat any information they receive as confidential. They will only discuss the matter with those who need to know.

Correspondence, statements and records relating to individual complaints 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. In accordance with data protection principles, details of individual complaints will be kept only for as long as is considered to be reasonably necessary in the circumstances.

When a student changes school, the student’s educational record will be transferred to the new school and no copies will be kept.

The school will hold records of complaints separate to student records while a complaint is ongoing, so that access to these records can be maintained.

Information that the school retains relating to a concern or complaint will be stored securely and in line with its Information and Records Retention Policy.

8. Stage 1: Informal resolution of a complaint or concern

We expect that most complaints or concerns, where a parent seeks intervention, reconsideration or some other action to be taken, can be resolved informally. Examples might include a dissatisfaction about some aspect of teaching or pastoral care, or about allocation of privileges or responsibilities.

Please raise the complaint initially as follows:

Issue	Examples	Who to notify
Education	If the matter relates to the classroom, the curriculum, special educational needs, access arrangements in exams	Senior School – Deputy Head, Academic or Head of Department TSI – Head Prep School – Deputy Head, Academic or the Head of Department Nursery and Pre-Prep – Head of the Pre-Prep and Nursery
Pastoral Care, Relationships, Wellbeing	For matters outside the classroom, in the House or relationships	Senior School – Deputy Head Pastoral or Housemaster / Housemistress TSI – Head Prep School – Deputy Head, or the Pastoral Head of Year Nursery and Pre-prep – Head of the Pre-Prep and Nursery
Discipline	For matters relating to school discipline	Senior School – Deputy Head Pastoral or Housemaster / Housemistress TSI – Head Prep School – Deputy Head Nursery and Pre-prep – Head of the Pre-Prep and Nursery

Extra-Curricular	For matters relating to co-curricular matters such as Drama or Sport	Senior School – Deputy Head Co-Curricular or the Director of Sport, Music, Drama etc TSI – Head Prep School – Deputy Head or the Director of Sport, Music, Drama etc Nursery and Pre-prep – Head of the Pre-Prep and Nursery
Financial Matters	Query relating to fees or extras	Chief Operating Officer
Head of the Prep School, Head of TSI, Head of the Nursery	For matters relating to leadership in these particular parts of the school	The Head and CEO
The Head	For matters relating to leadership of the senior school or relating to leadership of the whole school	Clerk to the Governors

To contact any of the people above, please call the school: 01823 703703

Acknowledgement

We will acknowledge a written notification by telephone, e-mail or letter within 2 working days of receipt during term time and as soon as practicable in the holidays but normally within 10 working days. A matter raised orally will not necessarily be acknowledged in writing but a formal record will be made, and a copy sent to the appropriate Complaints Co-ordinator.

Unresolved concerns

A complaint which has not been resolved by informal means within 15 working days should be notified in writing to the Head (in the case of EYFS the Head of Nursery and Pre-Prep) as a formal complaint which will be dealt with in accordance with Stage 2 below.

9. Stage 2: Formal complaint

An unresolved complaint under Stage 1 based on a dissatisfaction with some aspect of the School's (Senior School, TSI, Prep School) policies, procedures, management or administration should be set out in writing with full details and sent with all relevant documents and your full contact details in an envelope or email addressed to the Head.

Dissatisfaction with some aspect of the School's EYFS and Pre-Prep policies, procedures, management or administration should be set out in writing with full details and sent with all relevant documents and your full contact details in an envelope or email addressed to the Head.

If your formal complaint is against the Head, please contact the Clerk to the Governors who will allocate a suitably skilled member of the governing body to investigate the complaint.

Your complaint will be acknowledged by telephone or in writing within two working days during term time, indicating the action that is being taken and the likely time scale. During the holidays a response may take longer but nevertheless a reply will normally occur within 10 working days. Details of the Formal Complaint will be sent to the relevant Complaints Co-Ordinator.

With EYFS, it will be investigated and the complainant notified of the outcome within 28 days.

Investigation

The Head may ask a senior member of staff to act as "investigator" (usually the Complaints Co-Ordinator) and/or may involve one or more Governors but not the Chair of Governors who can only be directly involved should the complaint reach Stage 3. The investigator/s may request additional information from you and will probably wish to speak to you personally and to others who have knowledge of the circumstances. The outcome of the investigation will be reported to the Head who will then notify you in writing of their decision and the reasons for it.

Written records will be kept of all meetings and interviews held in relation to your complaint.

Outcome

The Head's aim would be to inform any complainant of the outcome of an investigation and the resolution to the complaint within 20 working days from the receipt of the complaint. Where there are exceptional circumstances resulting in a delay, the parents will be notified of this and informed of the new timescales as soon as possible especially during holiday time. Please note that any complaint received within one month of the end of term is likely to take longer to resolve owing to the presence of school holidays and the unavailability of personnel required for the investigation to be properly undertaken. As a result, the time frame for a formal complaint which falls within one month of the end of term, may last the duration of the school holidays.

If the parents are dissatisfied with the Head's decision, the parents may request that the complaint is referred to the Complaints Panel using the procedure set out below.

10. Stage 3: Reference to the Complaints Panel

A Panel hearing is a review of the decision taken by the Head. The Panel will not consider any new areas of complaint which have not been previously raised as part of the complaints procedure.

The role of the Panel

The Panel's task is to establish the facts surrounding the complaints that have been made by considering:

- the documents provided by both parties and;
- any representations made by you or the Head.

If, after establishing the facts, the Panel consider that the complaint is made out, they will uphold the complaint. If the Panel consider that the complaint is not made out, they will dismiss the complaint. They will make these decisions on the balance of probabilities.

It is not within the powers of the Panel to award financial compensation nor make decisions regarding fees, nor to impose sanctions on staff, students, or parents. The Panel may make recommendations on these or any other issues to the Head or to the full body of Governors as appropriate.

If you wish to invoke Stage 3 you should write to the Clerk to the Governors within 7 working days of receipt of the Head's response to request a Formal and Independent Review. Please see the relevant form at Appendix B. In the application you must state the grounds on which you are asking for a review and the outcome which you seek, together with any supporting evidence on which you wish to rely. The Clerk to the Governors, who is appointed by Governors to call hearings of a Review Panel, will then refer the matter to a Review Panel for consideration. Your

request will only be considered if you have completed the procedures at Stages 1 and 2. The Clerk will acknowledge your request in writing within five working days.

Convening the Panel

The Clerk to the Governors will convene the Complaints Panel as soon as reasonably practicable and every effort will be made to enable the hearing to take place within 15 working days of the receipt of the request. The Panel will not normally sit during half terms or school holidays. The Panel will consist of a minimum of three individuals, including School Governor members, who have no detailed prior knowledge of the circumstances of the complaint and one member who is independent of the governance, management and running of the School.

You may ask the Clerk to tell you who has been appointed to sit on the Panel.

Notice of hearing

As soon as reasonably practicable, and in any event at least seven working days before the hearing, the Clerk will send you written notification of the date, time and place of the hearing together with brief details of the Panel members who will hear it.

Attendance

You will be asked to attend the hearing and may be accompanied by one other person such as a relative or friend. The Panel Hearing is not a legal proceeding and so legal representation is not necessary. If you do wish to be accompanied by a legally qualified person, please notify the School of this at least five working days before the hearing and note that the panel will wish to speak to you directly and this person will not be permitted to address the hearing unless invited to do so by the Chair of the Panel.

In the event that you are unable to attend the hearing, the Panel reserves the right to proceed without you in attendance if reasonable efforts have been made to arrange a suitable date and time for the hearing.

Documents

Copies of additional documents you wish the Panel to consider should be sent to the Clerk at least five working days prior to the hearing. The Clerk will circulate a copy of the bundle of documents to be considered by the Complaints Panel to all parties at least three days prior to the hearing.

Chairman

The hearing will be chaired by one member of the Panel (chosen by themselves) and will be conducted in an informal manner.

Hearing

All statements made at the hearing will be unsworn. All present will be entitled, should they wish, to write their own notes for reference purposes. The Clerk will be asked to take a handwritten minute of the proceedings.

Evidence

The Chairman will conduct the hearing in such a way as to ensure that the parties have the opportunity of asking questions and making comments in an appropriate manner.

The hearing is not a legal proceeding and the Panel shall be under no obligation to hear oral evidence from witnesses but may do so and/or may take written statements into account.

Conduct

All those attending the hearing are expected to show courtesy, restraint and good manners or, after due warning, the hearing may be adjourned or terminated at the discretion of the Chairman. If terminated, the original decision will stand. Any person who is dissatisfied with any aspect of the way the hearing is conducted must say so before the proceedings go any further and his/her comment will be minuted.

Adjournment

The Chairman may, at his/her discretion, adjourn the hearing for further investigation of any relevant issue. This may include an adjournment to take legal advice.

When the Chairman considers that all the issues have been sufficiently discussed, they will conclude the hearing.

Decision

After due consideration of the matters discussed at the hearing, the Panel shall reach a decision unless there is an agreed position. The Panel's decision, findings and any recommendations shall be confirmed in writing to you and, where relevant, any person complained about by electronic mail where appropriate within seven working days of the hearing. If you do not wish to receive the decision by electronic mail, a copy will be given or posted to you.

The decisions, findings and any recommendations will be made available for inspection on the school premises by the Governing Body and the Head. Reasons for the decision will be given.

Private proceeding

A hearing before the Complaints Panel is a private proceeding. No notes or other records or oral statements about any matter discussed in or arising from the proceeding shall be made available directly or indirectly to the press or other media.

This represents the conclusion of the School's Complaints Procedure.

11. Managing unreasonable complaints

The school is committed to dealing with all complaints fairly and impartially, and to providing a high-quality service to those who complain. The school will not normally limit the contact complainants have with the school itself; however, the school does not expect staff to tolerate unacceptable behaviour and will take action to protect staff from that behaviour, including that which is abusive, offensive or threatening.

For the purposes of this policy, “**unreasonable complaints**” include:

- Vexatious complaints, which:
 - Are obsessive, persistent, harassing, prolific, or repetitious;
 - Insist upon pursuing unmeritorious complaints and/or unrealistic outcomes beyond all reason;
 - Insist upon pursuing meritorious complaints in an unreasonable manner;
 - Are designed to cause disruption or annoyance;
 - Demand for redress which lacks any serious purpose or value.
- Serial or persistent complaints, which:
 - Are duplicated, sent by the same complainant once the initial complaint has been closed;

- Are new complaints that are submitted additionally, as part of an existing open complaint, by the same complainant.

A complaint may also be regarded as unreasonable when the complainant:

- Refuses to articulate their complaint or specify the grounds of a complaint or the outcomes sought by raising the complaint, despite offers of assistance;
- Refuses to cooperate with the complaints investigation process while still wishing their complaint to be resolved;
- Refuses to accept that certain issues are not within the scope of a complaints procedure;
- Insists on the complaint being dealt with in ways which are incompatible with the adopted complaints procedure or with good practice;
- Introduces trivial or irrelevant information which they expect to be taken into account and commented on, or raises large numbers of detailed but unimportant questions and insists they are fully answered, often immediately and to their own timescales;
- Makes unjustified complaints about staff who are trying to deal with the issues and seeks to have them replaced;
- Changes the basis of the complaint as the investigation proceeds;
- Repeatedly makes the same complaint despite previous investigations or responses concluding that the complaint is groundless or has been addressed;
- Refuses to accept the findings of the investigation into that complaint where the school's complaints procedure has been fully and properly implemented and completed, including referral to the ISI;
- Seeks an unrealistic outcome;
- Makes excessive demands on school time by frequent, lengthy, complicated and stressful contact with staff regarding the complaint in person, in writing, by email and by telephone while the complaint is being dealt with.

A complaint may also be considered unreasonable if the complainant:

- Acts maliciously or aggressively;
- Uses threats, intimidation or violence;
- Uses abusive, offensive or discriminatory language;
- Knows the complaint to be false;
- Uses falsified information;
- Publishes unacceptable information in media such as social media websites and newspapers.

The above applies regardless of the method the complaint is made, e.g. face-to-face, by telephone, in writing or electronically.

Complainants should limit the number of communications with the school while a complaint is being progressed. It is not helpful if repeated correspondence is sent, either by letter, phone, email or text, as it could delay the outcome being reached.

Whenever possible, the member of staff or governor leading the response to a complaint will discuss any concerns with the complainant informally before applying an 'unreasonable' marking.

Serial or persistent complaints will only be marked as 'serial' once the complainant has completed the complaints procedure. It is the complaint that will be marked as 'serial', meaning the complainant can complain about a separate issue if necessary.

If the behaviour continues, the individual handling the complaint will write to the complainant explaining that their behaviour is unreasonable and asking them to change it. For complainants who excessively contact the school causing a significant level of disruption, the school may specify methods of communication and limit the number of contacts in a communication plan. This will usually be reviewed after six months.

A decision to stop responding will only be considered in circumstances where the following statements are true:

- Every reasonable step has been taken to address the complainant's concerns;
- The complainant has been given a clear statement of the school's position and their options;
- The complainant contacts the school repeatedly, making substantially the same points each time.

If the above criteria are met, in making a decision to stop responding, the school will also consider if the complainant is often abusive or aggressive in their communication, makes insulting personal comments about or threats towards staff, or if the school believes their intent is to disrupt or inconvenience the school.

The school will not stop responding to a complainant on the basis that they are difficult to deal with or they ask complex questions.

In response to any serious incident of aggression or violence, the concerns and actions taken will be put in writing immediately and the police informed. This may include banning an individual from the premises.

12. Complaints campaigns

Where the school becomes the subject of a complaints campaign from complainants who are not connected with the school, a standard, single response will be published on the school's website.

If the school receives a large number of complaints about the same subject from complainants who are connected to the school, e.g. parents, each complainant will receive an individual response.

If complainants remain dissatisfied with the school's response, they will be directed to the ISI.

For the academic year 2024-25 there were seven formal complaints received under this policy at Taunton Senior School, one at Taunton Preparatory School, two at Taunton Pre-preparatory School and Nursery, none at Taunton School International and none at Taunton School International Middle School.

Appendix A: Formal Complaints Form

What is the nature of the complaint? (Please tick)	
<input type="checkbox"/> Staff conduct	<input type="checkbox"/> Parental conduct
<input type="checkbox"/> Teaching standards	<input type="checkbox"/> Pastoral care
<input type="checkbox"/> Condition of premises	<input type="checkbox"/> Time tabling
<input type="checkbox"/> Matters of regime and routine	<input type="checkbox"/> Access to or regulation of extra-curricular activities
<input type="checkbox"/> Other (please give details)	
Please give details of your complaint	
Date/s of incident	Time/s
If you are complaining about someone's behaviour please give the names of any witnesses to the incident/s	
Action taken	
Name	Position
Signed	Date

Appendix B: Request for a Formal and Independent Review of the Head's Response to a Complaint

To: COO & The Clerk to the Governors, Taunton School, Staplegrove Road, Taunton TA2 6AD

Telephone 01823 703703; email Clerk@tauntonschool.co.uk

Name of Pupil _____

WE REQUEST that a sub-committee ("Panel") of the Board of Governors carries out a formal and independent review ("Review") of the Head's response to a complaint. We agree that the Review will be carried out in accordance with Stage 3 of the Complaints Procedure supplied to us and we agree to abide by the terms of that Procedure and in particular that the proceedings, all correspondence, statements and records relating to the complaint are kept confidential (except where the Secretary of State or a body conducting an inspection under section 162A of the 2002 Act, as amended, requests access to them) and that the decision of the Panel will be final, subject to such (if any) legal rights as may exist.

WE CONFIRM that we are persons with parental responsibility for the above-named pupil and that we have consulted the pupil who wishes the Review to be undertaken.

WE UNDERSTAND that the Panel will be concerned with the fairness and proportionality of the Head's decision in accordance with the school's existing policies (where applicable and relevant) on educational, pastoral care and administration matters.

WE UNDERSTAND that we may be accompanied at the Review Meeting by a friend or relation who is not legally qualified and that we may ask a member of the school staff to attend the meeting if they are willing to do so.

THE GROUNDS upon which we seek a Review and the matters which we wish to discuss at the Review and to ask the Panel to take into account are as set out in a statement attached to this sheet.

THE OUTCOME which we seek from this review is set out in the statement attached to this sheet.

(Two signatures required where practicable)

First signature	Second signature
Full name	Full name
Relationship	Relationship
Address	Address
Phone number	Phone number
Email	Email
Date	Date

Appendix C: Contacting ISI and OFSTED

Parents may decide to contact the Independent Schools Inspectorate (ISI) if they have a complaint that has not concluded to their satisfaction through the School's Complaints Procedure.

It is expected that complaints will go through the School's Complaints Procedure before ISI is contacted. The exceptions to this include when:

- Students are at risk of harm;
- Students are missing education;
- A complainant is being prevented from having their complaint progressed through the school's complaints procedure;
- The ISI has evidence that the school is proposing to act or is acting unlawfully or unreasonably.

If a social services authority decides to investigate a situation, the board of governors may postpone the complaints procedure.

Parents in EYFS can contact ISI but only once the complaints procedure has run its course through all 3 stages.

The record of complaints within EYFS must be made available to Ofsted and ISI on request.

Contact details for ISI

Independent Schools Inspectorate
CAP House
9 - 12 Long Lane
London
EC1A 9HA

Telephone: 020 7600 0100

Contact details for Ofsted

Piccadilly Gate
Store Street
Manchester
M1 2WD
Telephone: 0300 123 1231

Email: enquiries@ofsted.gov.uk