



The School has set out to provide high quality teaching and pastoral care to/for its pupils. If parents (parents, carers and guardians) have a complaint, they can expect it to be treated by the School in accordance with this aim, and following this Procedure. This Procedure is the same for all settings, including EYFS, Before and After School Care and Holiday Club.

Timescales : We aim to resolve any complaints in a timely manner. Timescales for each stage of the Complaints Procedure are set out below in the relevant paragraphs. For the purposes of this procedure, a "working day" is defined as a weekday during term time, when the School is open. The definition of "working day" excludes weekends and Bank Holidays. For the avoidance of doubt, term dates are published on the School's website, and information about term dates is made available to parents and pupils periodically. During the period of Holiday Club activity, when the school is not in session, it may be that indicative times may not be possible as senior colleagues are on holiday leave.

For the avoidance of doubt, should parents wish to make complaint against one of the headteachers or Academic Principal, James Wilding in the first instance, please refer the matter to the Administrative Principal, Mr Hugh Wilding, hsw@clairescourt.net. Should parents wish to make complaint against one of the principals, please refer the matter to Mr Steven Richards, smr@clairescourt.net. All complaints commence at Stage 1 - informal resolution.

Stage 1 – Informal Resolution

It is hoped that most complaints and concerns will be resolved quickly and informally.

If parents have a complaint they should normally contact their child's Nursery Leader/ Form Teacher/Play Leader as appropriate. In many cases, the matter will be resolved straight away by this means to the parents' satisfaction. If the Nursery Leader/Form Teacher/Play Leader cannot resolve the matter alone, it may be necessary for him/her to consult the Head of Section.

The Nursery Leader/Form Teacher/Play Leader will make a written record of all concerns and complaints and the date on which they were received. Should the matter not be resolved within 14 days or in the event that the Nursery Leader/Form Teacher/Play Leader and the parent fail to reach a satisfactory resolution then parents will be advised to proceed with their complaint in accordance with Stage 2 of this Procedure.

Stage 2 – Formal Resolution

If the complaint cannot be resolved on an informal basis, then the parents should put their complaint in writing to the Headteacher of their site (or Manager of Holiday Club).

A written record of all complaints that reach this stage 2 will be kept; and

- (i) such record cover whether they are resolved following this formal procedure, or proceed to a panel hearing; and
- (ii) cover the action taken by the school as a result of these complaints (regardless whether they are upheld).

The Headteachers of our sites are:

Mrs Leanne Kirby, Claires Court Junior Girls, Boys and Nursery

Mr Steven Richards, Claires Court Seniors

Mr Gary Hope, Claires Court Sixth Form

Mrs Sally Harrison, Administrative Manager, Claires Court Holiday Club

Mr James Wilding, Academic Principal,
Mr Hugh Wilding, Administrative Principal

The Headteacher of the site in question, or Manager of the Holiday Club, will decide, after considering the complaint, the appropriate course of action to take.

Your complaint will be acknowledged normally within 24 hours of receipt either by telephone or by email during term time and as soon as practicable during the holidays. The acknowledgement will indicate the action that is being taken and the likely timescale for resolution.

In most cases, the Head/Manager will speak to the parents concerned, normally within three days of receiving the complaint, to discuss the matter. If possible, a resolution will be reached at this stage.

It may be necessary for the Head/Manager to carry out further investigations. The Head/Manager will keep written records of all meetings and interviews held in relation to the complaint.

Once the Head/Manager is satisfied that, so far as is practicable, all of the relevant facts have been established, a decision will be made and parents will be informed of this decision in writing, normally within a further 7 working days. The Head/Manager will also give reasons for their decision. Please note that as some staff are not available through the holiday period, the complaint may take longer to resolve at this time. The aim would always be to resolve within 28 days.

Should the complainant feel that the Headteacher/Manager has already had the opportunity to address the matter at Stage 1, they can make alternative representation to the Principals, who will then follow the above process in loco Headteacher/Manager.

Mr James Wilding for Academic matters.

Mr Hugh Wilding for Administrative and Financial matters.

For parents with children in our Nursery, Transition and Reception (EYFS settings) Additional requirements apply for EYFS settings beyond those which apply to the main school. Written complaints about the fulfilment of the EYFS requirements must be investigated and the complainant notified of the outcome of the investigation within 28 days. The record of complaints must be made available to Ofsted and ISI on request.

If parents are still not satisfied with the decision, they can request that the complaint (as written above) be referred to a Panel hearing - that being Stage 3 of this Procedure. This referral should be made in writing within 5 working days following the procedure below.

Stage 3 – Panel Hearing

If parents seek to invoke Stage 3 (following a failure to reach an earlier resolution), they should write to Mr James Wilding, Academic Principal, 1 College Avenue, Maidenhead, Berks SL6 6AW. The Principal will acknowledge receipt of the complaint normally within 24 hours.

The matter will then be referred to the Complaints Panel for consideration. The Panel will consist of at least three persons not directly involved in the matters detailed in the complaint, one of whom shall be independent of the management and running of the School. Each of the Panel members shall be appointed by the Principals. Clerk to the Complaints Panel is Amy Hewitt, ayh@clairescourt.net and she manage communications for this stage 3 process.

Mr Wilding, on behalf of the Panel, will schedule a hearing to take place as soon as practicable

and normally within 14 days.

If the Panel deems it necessary, it may require that further particulars of the complaint or any related matter be supplied in advance of the hearing.

Copies of such particulars shall be supplied to all parties not later than three days prior to the hearing.

The parents may be accompanied to the hearing by one other person. This may be a relative, teacher or friend. Legal representation will not normally be appropriate.

If possible, the Panel will resolve the parents' complaint immediately without the need for further investigation. The panel hearing will normally proceed even if the parent decides not to attend, unless the parent indicates that they are now satisfied and do not wish to proceed further.

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 14 days of the Hearing. The Panel will write to the parents informing them of its decision and the reasons for it. The decision of the Panel will be final. The Panel's findings and, if any, recommendations will be sent in writing to the parents, the Head, and where relevant, the person complained of. A copy of those findings and recommendations are available for inspection on the school premises by the Principals (proprietor) and the head teacher.

Parents can be assured that all concerns and complaints will be treated seriously and confidentially. Parents may make a request for the number of complaints registered under the formal procedure during the preceding school year. In Academic Year 2023-24, we received 3 level 2 complaints, all of which were resolved, with no proceeding to formal hearing at level 3 (Panel hearing). In academic year 2024-25

Correspondence, statements and records relating to individual complaints are to 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 normally be retained only for as long as is considered to be reasonably necessary in the circumstances.

A record of all complaints, including EYFS, is kept for 3 years, to permit independent scrutiny by ISI of our handling of complaints. In addition, Claires Court must provide Ofsted and ISI, on request with a written record of all complaints made during any specific period and the action taken as a result of each complaint. When we are notified of an Inspection, we will notify all of our parents, including EYFS. Once the final inspection report has been provided, we will supply it to parents of children, including all those within EYFS (including Holiday Club) who attend the setting regularly.

[Our policy for dealing with unreasonable complaints can be found here >>>](#)

Parents may make separate complaint to the authorities that regulate us – those authorities are:

Independent Schools Inspectorate
CAP House
9 - 12 Long Lane
London
EC1A 9HA
Telephone 020 7600 0100 Fax 020 7776 8849

OfSTED ask complaints to be registered through their contact form on their website
– that is <http://live.ofsted.gov.uk/onlinecomplaints/> Or email them at enquiries@ofsted.gov.uk

James Wilding

Next review August 2026