	The Gregg Schools Trust	Document Owner: Chair of the Trust
	COMPLAINTS POLICY AND PROCEDURE	Updated: March 2026 *(Previously updated in November 2023)*
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The Gregg Schools Trust ("The Trust") is the parent company of The Gregg Schools, and for the purposes of the Independent Schools Standards Regulations (ISSRs) is identified as the Proprietor.

From the date of this policy until 31st August 2026, the Trust operated two schools:

- The Gregg Preparatory School in Winn Road, Southampton - a co-educational day school and pre-school for 4 to 11 year olds.
- The Gregg School at Townhill Park House, Townhill Park, Southampton - a co-educational day school for 11 to 16 year olds. This school is situated in buildings and grounds owned by the Trust.

From 1st September 2026, the two schools will merge onto the Townhill Park House site and the Winn Road building will close. As such, a material change will take place.

The Gregg School ('the School') will become an all-through school, providing high quality education for students aged 4 to 16 years.

This policy and procedure is applicable to all members of staff at both schools through until 31 August 2026, and continues to be applicable to all staff at the all-through school from 01 September 2026.

1. The Gregg Schools Trust ('The Trust') has long prided itself on the quality of the teaching and pastoral care provided to its students. However, if parents do have a complaint they can expect it to be treated in accordance with this procedure.

2. All complaints will be treated in a confidential manner and with respect. The Trust reserves the right to involve external agencies in accordance with its Safeguarding policy if the nature of the complaint is deemed to compromise the welfare or safety of a child/children.

3. Parents of students can request a copy of The Trust's Complaints Procedure via the school website or from the school office during the school day.

4. In accordance with paragraph 32(1)(b) of Schedule 1 to the Education (Independent School Standards, England) Regulations 2014, The Trust will make available to parents of students

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and provide, on request, to the Chief Inspector, the Secretary of State or the Independent Schools Inspectorate (ISI), details of the Complaints Procedure, the number of complaints registered under the formal procedure during the preceding school year and the action taken irrespective of outcome.

What Constitutes a Complaint?

5. A complaint is an expression of dissatisfaction with a real or perceived problem. It may be made about the school as a whole; about a specific department; about an individual member of staff or any matter about which a parent is unhappy and seeks action by the school is within the scope of this procedure. A complaint is likely to arise if a parent believes that the school has done something wrong, or failed to do something that it should have done, or acted unfairly.

6. Parents can be assured that all concerns and complaints will be treated seriously and confidentially. The school is here for your child, and you can be assured that your child will not be penalised for a complaint that you (or your child) raises in good faith.

7. A complaint relating to action taken under the Trust's Exclusion Policy will be dealt with by the school as an appeal under that policy rather than under the Complaints Procedure.

Timeframe for Dealing with Complaints

8. All complaints will be handled seriously and sensitively. They will be acknowledged within five working days if received during term time, and as soon as practicable during holiday periods. It is in everyone's interest to resolve a complaint as speedily as possible. The school's target is to complete the first two stages of the procedure within 20 working days if the complaint is lodged during term-time, and as soon as practicable during holiday periods.

9. Stage 3, the Appeal Panel Hearing, will be completed within a further 20 working days if the appeal is lodged during term-time and as soon as practicable during holiday periods.

Recording Complaints

10. The school will keep a written record of all complaints, what action has been taken and whether they are resolved at the preliminary stage or proceed to a panel hearing. At the school's discretion, additional records may be kept which may contain the following information:

    - Date when the issue was raised
    - Name of parent
    - Name of student
    - Description of the issue
    - Records of all the investigations (if appropriate)
    - Witness statements (if appropriate)
    - Name of member(s) of staff handling the issue at each stage
    - Copies of all correspondence on the issue (including emails and records of phone conversations)

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11. 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 109 of the Education and Skills Act 2008, requests access to them

Stage 1 - Informal Resolution

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

13. If parents have a complaint they should normally contact their son/daughter's tutor/form teacher initially. In many cases, the matter will be resolved straight away by this means to the parents' satisfaction. If the tutor/form teacher cannot resolve the matter alone, it may be necessary for him/her to consult an Assistant Headteacher (AHT) or another member of the Senior Leadership Team (SLT) if appropriate.

14. Complaints made directly to the AHT or SLT will usually be referred to the relevant tutor/form teacher unless the AHT/SLT deems it appropriate for him/her to deal with the matter personally.

15. The tutor/teacher 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 10 working days, or in the event that the tutor/teacher 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.

16. If, however, the complaint is against the Headteacher, parents should make their complaint directly to the Chair of the Trust.

Stage 2 - Formal Resolution

17. If the complaint cannot be resolved on an informal basis, then parents should put their complaint in writing to the Headteacher. The Headteacher will decide, after considering the complaint, the appropriate course of action to take.

18. In most cases the Headteacher will meet the parents concerned **within 10 working days** of receiving the complaint, to discuss the matter. If possible, a resolution will be reached at this stage.

19. It may be necessary for the Headteacher to carry out further investigations.

20. The Headteacher will **keep written records** of all meetings and interviews held in relation to the complaint.

21. Once the Headteacher is satisfied that, as far as is practicable, all the relevant facts have been established, a decision will be made and within 10 working days parents will be informed of this decision in writing. The Headteacher will also give reasons for his/her decision.

22. If the complaint is against the Headteacher, the Chair of the Trust will call for a full report from the Headteacher and for all the relevant documents. The Chair of the Trust may also call for a briefing from members of staff, and will in most cases speak to or meet with

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the parents to discuss the matter further. Once the Chair of the Trust is satisfied that, so far as is practicable, all of the relevant facts have been established, the parents will be informed of the decision in writing. The Chair of the Trust will give reasons for his/her decision.

23. If parents are still not satisfied with the decision, they should proceed to Stage 3 of this Procedure.

Stage 3 - Panel Hearing

24. If parents seek to invoke Stage 3 (following a failure to reach an earlier resolution), they will be referred to the Chair of the Trust who will convene a hearing of the Complaints Panel.

25. The matter will then be referred to the Complaints Panel for consideration. The Panel will consist of 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. A member of another school/college will be recruited as the independent person. Each of the Panel members shall be appointed by the Chair of the Trust. The Chair of the Trust, on behalf of the Panel, will then acknowledge the complaint and schedule a hearing to take place as soon as practicable and **within 15 working days**.

26. If a Trustee is selected to sit on a panel, he/she has the option to decline if their commitments at that time mean that they are unable to give the complaint the highest priority.

27. Trustees sitting on a Complaints Panel must notify the Administrator to the Trust of any periods of more than a day that they are uncontactable e.g. holiday, work commitments etc.

28. 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 5 working days prior to the hearing. Copies of all correspondence will be copied to the Administrator to the Trust at the time of writing or receipt.

    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.

29. If possible, the Panel will resolve the complaint immediately without the need for further investigation. Where further investigation is required, the Panel will decide how it should be carried out.

30. After due consideration of all facts they consider relevant, the Panel will reach a decision and may make recommendations.

31. The panel will write to the parents informing them of its decision and the reasons for it within 5 working days of the hearing. 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 Headteacher, the Trustees and, where relevant, the person complained of.

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32. The Panel will write to inform the independent panel member of the outcome of the Complaints process when it has been concluded.

The following statement is required by OFSTED for parents of pupils in the Early Years Foundation Stage:

All parents have the right to complain directly to Ofsted and / or ISI should they so wish. Contact details are:

- Ofsted 0300 123 4234 or enquiries@ofsted.gov.uk
- ISI 0207 600 0100 or concerns@isi.net

The setting (school) will provide Ofsted (and ISI), on request, with a written record of all complaints made during any specified period, and the action which was taken as a result of each complaint, taking account of the EYFS requirements.

The setting is also required to notify complainants of the outcome of an investigation in 20 working days of receiving the complaint. The record of any such complaints and the action taken by the school will be kept for at least three years and will be made available on the school premises by the proprietor and the Headteacher.

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