

COMPLAINTS PROCEDURE

1. If a school has any causes for concern about the way in which an inspection is conducted, the head teacher should raise them informally with the lead inspector at the earliest opportunity.
2. If the concerns remain, then the proprietor and the head teacher, acting jointly, may formally make a complaint in writing to their faith association within a month of receiving the report.
3. The school's faith association will appoint two people, drawn from a group of experienced educators, to investigate the complaint. Within ten working days of receiving the complaint the investigators will contact the head teacher to talk about it and to arrange a meeting if necessary. The investigators will also talk to the lead inspector and other team members, as necessary. Following these discussions and meetings, the investigators will respond in writing to the proprietor and head teacher within ten working days, copying the response to the members of the inspection team, the Chief Inspector and the BSI Board.
4. If the proprietor and head teacher both remain dissatisfied they may formally make a complaint in writing to the BSI Board within ten working days of receiving the response from the investigators.
5. The BSI Board will appoint a panel of three people, who are independent of the BSI, to carry out a further investigation. Within ten working days of receiving the complaint the panel will contact the head teacher to talk about it and to arrange a meeting if necessary. The panel will also talk to the original investigators, the lead inspector and other team members, as necessary. Following these discussions and meetings, the panel will respond in writing to the proprietor and head teacher within ten working days, copying their response to the members of the inspection team, the Chief Inspector and the original investigators.
6. Full written records will be kept at each of the formal stages. They will be kept confidential, though they may be made available to the DCSF or Ofsted, as required.