

## Complaints Procedure Policy

### INTRODUCTION

1. The school recognises that it is right and appropriate for a parent to make a complaint if the school has:  
Done something wrong;  
Failed to do something that should have been done;  
Acted unreasonably or unfairly.
2. The aim of this policy and procedure is to ensure that a complaint is managed sympathetically, efficiently, at the appropriate level, and that it is resolved as quickly as possible.

### POLICY

3. The school would like to know as soon as possible if there is any cause for dissatisfaction. Parents and pupils should never feel, or be made to feel, that a complaint which is made in a reasonable and appropriate way, will be taken amiss or will adversely affect the pupil or his/her opportunities at the school.
4. We will investigate and seek to resolve every complaint in a positive manner. We will treat every complaint as an opportunity to: put right a matter which may have gone wrong; and to review our systems and procedures to ensure that they are appropriate and that they are working properly. The school recognises that a complaint which is not resolved quickly and fairly can soon become a cause of resentment which is damaging to relationships and to the culture of our school.

### PROCEDURE

#### 5. *Designated Person*

The Headmaster is responsible for investigating and resolving complaints.

If the Designated Person is the subject of the complaint, the Chairman of Governors will nominate another senior member of staff to act in this capacity.

The responsibilities of the designated person are:

- 5.1 To be the first point of contact while the matter remains unresolved;
- 5.2 To co-ordinate the complaints procedure;
- 5.3 To ensure that staff understand and operate the procedure properly;

- 5.4 To ensure that written records relating to all complaints received are held on a confidential basis. (Records are retained irrespective of whether the complaint is made informally or formally in writing)
6. The emphasis in dealing with complaints is that they are handled swiftly and that matters are resolved informally wherever this is possible. However, some complaints are not minor concerns. In these circumstances parents will make a formal complaint in writing. The letter of complaint will be acknowledged in writing within seven days or more quickly by telephone if this is appropriate. A letter of acknowledgement will state the action being taken and the likely timescale.

### Specific Complaints

7. *Educational Matters*

If the concern relates to the classroom, the curriculum, or to special educational needs, please speak or write to the relevant teacher, or, if for any reason this is inappropriate, to the Deputy Head.

8. *Pastoral Care*

If the concern relates to matters outside the classroom or to matters concerning the pupil's boarding house, please speak or write to the relevant houseparent or to the Designated Person. *Concern about the safety of your child should be notified immediately to the Designated Person.*

9. *Disciplinary Matters*

A pupil's concern about a disciplinary sanction should be raised first of all with the member of staff who imposed it and, if not resolved, with the Deputy Head.

10. *Financial Matters*

A concern or complaint about a matter relating to school fees should be notified in writing to the Bursar.

### Other Complaints

11. A parent who is dissatisfied with any other aspect of the school's activities not covered by the specific types of complaint referred to above (items 7 to 10 inclusive) should write to the Headmaster with the details of the complaint. The Headmaster will investigate and respond to the parent with his findings within one working week (where a working week is six school days).

The Complainant is not satisfied by the school's response.

12. This section applies to a parent who considers that the school's response to their complaint is unsatisfactory.
- 12.1 If a parent has made a complaint by speaking to a member of staff in person or by telephone and a satisfactory response is not forthcoming, then the parent may write to the Headmaster as set out at item 11 above.
- 12.2 If, on the basis of a written complaint, the parent is not satisfied with the response received from the school, the parent is entitled to request that the matter is considered by a panel of three individuals who have had no involvement with the matters detailed in the complaint. The panel will usually consist of three current school governors and one independent adults who is not employed by the school or is not a volunteer or Governor at the school.
- 12.3 In the circumstances described at item 12.2 above, the parent should write to the Chairman of Governors, care of the school. The Chairman will be responsible for the appointment of the panel and for the arrangements made for the hearing. The parent will be invited to attend the panel hearing and may, if they wish, be accompanied at the hearing by a friend. This panel shall meet within seven days of the receipt of the complaint by the Chairman of Governors.
- 12.4 The findings of the panel shall be final. The panel's findings, and any recommendations made, shall be provided to the parent within seven days of the hearing.

*The complaint shall remain confidential unless the Secretary of State or an Inspector is required to see it (126a of the 2002 Act).*

All complaints are recorded in the Complaints File which is kept, locked in the Headmaster's study.

During the last the school year received one formal complaint which reached a satisfactory conclusion for all parties concerned.

All complaints received within the EYFS will be kept for at least three years. If parents have cause for complaint and feel that they cannot approach the Headmaster or that they do not wish to discuss the matter with the Headmaster, EYFS Coordinator or the Governors they may contact OFSTED or the Independent Schools Inspectorate (ISI)