



---

## PUPIL AND PARENT COMPLAINTS POLICY & PROCEDURE

---

### 1. **Aim:**

- 1.1. Bredon School to be an Open Organisation, Climate and Culture

### 2. **Policy:**

- 2.1. As a School we wish to have a community that listens and is able to respond in a positive, appropriate and sympathetic way to any concerns. It is important that all stakeholders feel valued and involved with the school and are able to voice their concerns. This is helped where the culture of the school is open and where all complaints are received in a positive manner.
- 2.2. All concerns need to be handled seriously. A gentle expression of concern, or a simple query, may grow into a painful matter if people feel that they have been brushed aside. Equally, issues with the potential to become acutely difficult may dwindle and fade if they're handled well at the initial stage.

### 3. **Procedure**

#### Stage 1 – Informal Resolution

- 3.1. It is hoped that most complaints and concerns will be resolved quickly and informally.
- 3.2. If parents have a complaint they should normally contact their child's Form Tutor. In many cases, the matter will be resolved straightaway by this means to the parents' satisfaction.
- 3.3. If the Form Tutor cannot resolve the matter alone, it may be necessary for him/her to consult a member of the Senior Management Team.
- 3.4. Complaints made directly to a Head of Department, Head of Boarding, Deputy Head or the Headmaster will usually be referred to the relevant Form Tutor for further action unless the Head of Department, Head of Boarding, Deputy Head or Headmaster deems it appropriate for him/her to deal with the matter personally, in which case the Form Tutor will merely be kept informed of the complaint and the outcome.
- 3.5. The person dealing with the complaint will make a written record of all concerns and complaints and the date on which they were received.
- 3.6. All such complaints that cannot be dealt with immediately should be acknowledged within 24 hours with an indication that further investigations are taking place.
- 3.7. Should the matter not be resolved within one week or in the event that the person dealing with the complaint 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

- 3.8. If the complaint cannot be resolved on an informal basis, then the parents should put their complaint in writing to the Headmaster. The Headmaster will decide, after considering the complaint, the appropriate course of action to take.
- 3.9. In most cases, the Headmaster will discuss the matter with the parents concerned, normally within 3 days of receiving the complaint. If possible, a resolution will be reached at this stage.
- 3.10. It may be necessary for the Headmaster to carry out further investigations.
- 3.11. The Headmaster will keep written records of all meetings and interviews held in relation to the complaint.
- 3.12. Once the Headmaster 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. The Headmaster will also give reasons for his decision.



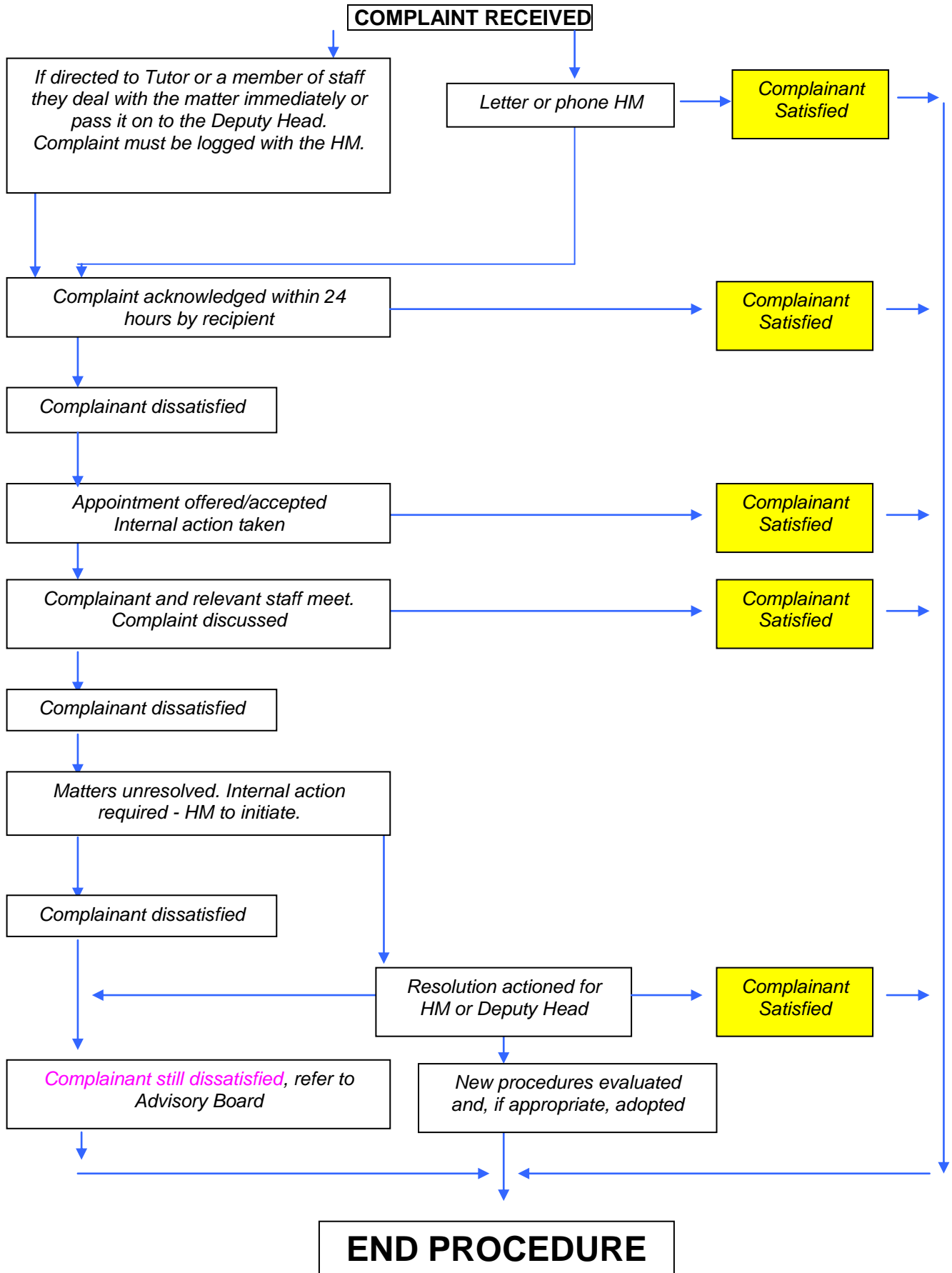
3.13. If parents are still not satisfied with the decision, they should proceed to Stage 3 of this Procedure.

Stage 3 – Panel Hearing

- 3.14. If parents seek to invoke Stage 3 (following a failure to reach an earlier resolution), they will be referred to the Advisory Board
- 3.15. The Board 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. The Board, on behalf of the Owners, will then acknowledge the complaint and schedule a hearing to take place as soon as practicable and normally within 14 days.
- 3.16. If the Board 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 days prior to the hearing.
- 3.17. 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.
- 3.18. If possible, the Board will resolve the parents' complaint immediately without the need for further investigation.
- 3.19. Where further investigation is required, the Board will decide how it should be carried out. After due consideration of all facts they consider relevant, the Board will reach a decision and may make recommendations, which it shall complete within 5 days of the Hearing.
- 3.20. The Board will write to the parents informing them of its decision and the reasons for it. The Board's findings and, if any, recommendations will be sent in writing to the parents, the Headmaster and, where relevant, the person complained of. The decision of the Board will be final.
- 3.21. Parents can be assured that all concerns and complaints will be treated seriously and confidentially. Correspondence, statements and records will be kept confidential except in so far as is required of the school by paragraph 6(2)(j) of the Education (Independent Schools Standards) Regulations 2003; where disclosure is required in the course of the school's inspection; or where any other legal obligation prevails.



COMPLAINTS PROCEDURE FOR PARENTS



# BREDON SCHOOL



<b>Policy:</b>	COMPLAINTS	<b>Number:</b>	
<b>Applies to:</b>	Bredon School	<b>Authors:</b>	HM
<b>Related Policies</b>			
	W3dp	Data Protection	W8con Confidentiality
	W4dda	Disability Discrimination	
	W5sen	Learning Support / Special Educational Needs	
	W6eq	Equal Opportunities	
<b>Annual Review:</b>	<i>I certify that I have reviewed this policy, and verify that, to the best of my knowledge, it reflects current legislation and is in accordance with the wishes of the Owners of the School and Headmaster.</i>		
Last saved by <b>headmaster</b> Last saved : 25 08 10			