



COMPLAINTS POLICY

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(name)

Committee Member responsible:

Reviewed by:SSG.....
(names)

Adopted by Committee:
(date)

Last reviewed:September 2010.....
(date)

Date of next review:September 2013.....

Signed:
Clerk of School Committee

COMPLAINTS POLICY

Introduction

Sibford School has long prided itself on the quality of the teaching and pastoral care provided to its pupils. However, if parents do have a complaint, they can expect it to be treated by the School in accordance with this policy.

Stage 1 – Informal Resolution

- o It is hoped that most complaints and concerns will be resolved quickly and informally.
- o If parents have a complaint they should normally contact their son/daughter's Form Tutor or House Parent as appropriate. In many cases, the matter will be resolved to the parents' satisfaction. If the Form Tutor/House Parent cannot resolve the matter alone at this stage, it may be necessary for him/her to consult a senior colleague.
- o Complaints should be made in the first instance to the Form Tutor or House Parent unless it is deemed appropriate that the matter should be considered by a senior colleague.
- o The Form Tutor/House Parent 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 Form Tutor/House Parent 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 policy.

Stage 2 – Formal Resolution

- o If the complaint cannot be resolved on an informal basis, then the parents should put their complaint in writing to the Head. The Head will decide, after considering the complaint, the appropriate course of action to take.
- o In most cases, the Head will arrange to meet with the parent(s) concerned, normally within 10 working days of receiving the complaint, to discuss the matter. If possible, a resolution will be reached at this stage.
- o It may be necessary for the Head to carry out further investigations.
- o The Head will keep written records of all meetings and interviews held in relation to the complaint.
- o Once the Head 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 Head will also give reasons for the decision taken.
- o If parents are still not satisfied with the decision, they should proceed to Stage 3 of this policy.

Stage 3 – Panel Hearing

- o If parent(s) seek to invoke Stage 3 (following a failure to reach an earlier resolution), they will be referred to the Assistant Clerk (or another appropriate member of School Committee in his/her absence), who has been authorised by School Committee to convene the Complaints Panel.
- o The Convenor, in consultation with the Clerk, will appoint a Complaints Panel which will consist of at least two Committee members and one additional person who shall be independent of the management and running of the school.
- o The Convenor, on behalf of the Panel, will then acknowledge the complaint and schedule a hearing to take place as soon as practicable and normally within 14 days.
- o 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 four days prior to the hearing.
- o 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.
- o If possible, the Panel will resolve the parents' complaint immediately without the need for further investigation.
- o 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 five 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, School Committee and, where relevant, the person complained of.

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.

October 2010