

## **St Edmund's School Canterbury**

# **COMPLAINTS PROCEDURE**

### **Introduction**

St Edmund's School Canterbury 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 Procedure. The School received no formal complaints utilising the following procedures in the academic year 2008/09.

### **Stage 1 - Informal Resolution**

- It is hoped that most complaints and concerns will be resolved quickly and informally.
- If parents have a complaint they should normally contact their son/daughter's Form Teacher/Housemaster/Housemistress. In many cases, the matter will be resolved straightaway by this means to the parents' satisfaction. If the Form Teacher/Housemaster/Housemistress cannot resolve the matter alone, it may be necessary for him/her to consult a Head of Department, the Deputy Head, the Head of Pre Prep, the Master, or the Headmaster.
- Complaints made directly to a Head of Department, the Deputy Head, the Head of Pre Prep, the Master, or the Headmaster will usually be referred to the relevant Form Teacher/Housemaster/Housemistress unless the Head of Department, the Deputy Head, the Head of Pre Prep, the Master, or Headmaster deems it appropriate for him/her to deal with the matter personally.
- The Form Teacher/Housemaster/Housemistress, the Deputy Head, the Head of Pre Prep, the Master, or the Headmaster 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 2 weeks or in the event that the Form Teacher/Housemaster/Housemistress, the Deputy Head, the Head of Pre Prep, the Master, or the Headmaster 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**

- If the complaint cannot be resolved on an informal basis, then the parents should put their complaint in writing to the Head of Pre Prep/Master/Headmaster. Any such correspondence will be acknowledged within 24-48 hours of receipt. The Head of Pre Prep/Master/Headmaster will decide, after considering the complaint, the appropriate course of action to take.
- In most cases, the Head of Pre Prep/Master/Headmaster will meet/speak to the parents concerned, within 7 days of receiving the complaint, to discuss the matter. Alternatively, a written response may be given. If possible, a resolution will be reached at this stage.
- It may be necessary for the Head of Pre Prep/Master/Headmaster to carry out further investigations.
- The Head of Pre Prep/Master/Headmaster will keep written records of all meetings and interviews held in relation to the complaint.

- Once the Head of Pre Prep/Master/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 Head of Pre Prep/Master/Headmaster will also give reasons for his decision.
- If parents are still not satisfied with the decision, they should proceed to Stage 3 of this Procedure.

### **Stage 3 - Panel Hearing**

- If parents seek to invoke Stage 3 (following a failure to reach an earlier resolution), they will be referred to the Chairman of Governors who has been appointed by the Governors to call hearings of the Complaints Panel.
- The matter will then be referred to the Complaints Panel for consideration. The Panel will consist of at least three persons (usually two School Governors) not directly involved in the matters detailed in the complaint, one of whom shall be independent of the management and running of the school. Each of the Panel members shall be appointed by the Chairman of the Governors. The Chairman of the Governors, on behalf of the Panel, will then acknowledge the complaint and schedule a hearing to take place as soon as practicable and within 21 days.
- 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 7 days prior to the hearing.
- 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.
- If possible, the Panel will resolve the parents' complaint immediately without the need for further investigation.
- 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 7 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 Master/Headmaster, the Governors and, where relevant, the person who is the subject of the complaint. A copy of findings and recommendations will be made available on the School premises for inspection by the Chairman of Governors and the Headmaster/Master.
- 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.
- Where a complaint relates to boarding matters, parents can contact Ofsted directly concerning child welfare – 08456 404045

## **Appendix 1: Complaints Procedure - Independent Member of the Panel**

The DfES has supplied the following guidance in a letter to the ISC General Secretary:

Whilst we do not intend to be prescriptive our general view is that suitable people would be those who have held positions of responsibility and who are used to analysing evidence and putting forward balanced arguments/points. It would add credibility if independent panel members had some standing in the local community. In this connection serving or retired business people, civil servants, heads or senior members of staff at other schools, people with a legal background - perhaps retired members of the Police Force - might be considered suitable by schools. Schools will have their own views and may well have other suitable suggestions to make.

You asked if it would be acceptable to appoint former governors or staff of the school as the independent panel member. The regulations do not preclude this since the stipulation is that the person must be independent of the management and running of the school. Clearly former governors or staff would not have any such involvement. However, schools should bear in mind that they may be subject to criticism that such people would remain too close to the school and would not be truly independent.

## **Appendix 2: Complaints Procedure – Provisions for complaints made by parents whose child is in the Early Years Foundation Stage (EYFS)**

1. The record of any complaint made will be kept for a minimum of three years.
2. Parents may make a complaint to Ofsted and/or ISI (the Independent Schools Inspectorate) if they so wish.

Independent Schools Inspectorate, CAP House, 9-12 Long Lane, London, EC1A 9HA. Telephone 020 7600 0100. Fax 020 7776 8849.

Ofsted, Royal Exchange Buildings, St Ann's Square, Manchester, M2 7LA. Telephone 08456 014772.

**Signed:** \_\_\_\_\_  
**Chairman of Governors**

**Date:** \_\_\_\_\_

**Review Date:**