



**COMPLAINTS POLICY &
PROCEDURE**

**COVERING BOTH SCHOOLS
INCLUDING EYFS AND BOARDING**

Governors’ Committee normally reviewing:	Governance Committee
Date last formally approved by the Governors :	Spring Term 2023
Date Policy became effective :	November 2009

Period of Review:	Annually
Next Review Date :	Spring Term 2024

Person responsible for implementation and monitoring :	Heads
Other relevant policies :	<ul style="list-style-type: none"> ● Safeguarding (Child Protection and Staff Behaviour) Policy ● Equal Opportunities Policy ● Sex and Relationship Education Policy ● Curriculum Policy ● Health and Safety Policy ● Educational Visits Policy ● Admissions Policy ● Disability Policy and Accessibility Plan ● Support for Learning Policy ● Learning and Teaching Policy (Prep) ● Pastoral Care Plan including the Anti-Bullying Policy and the Behaviour and Discipline Policy ● Behaviour Policy (Senior)

	<ul style="list-style-type: none">● Permanent Exclusion (Expulsion) Policy (Senior)● Anti-Bullying Policy (Senior)● Learning and Teaching Policy (Senior)● Examinations Policy (Senior)
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The following Policy encompasses the Aims and Ethos of the Preparatory School and the Senior School

[Aims and Ethos](#)

SAFEGUARDING STATEMENT

Felsted is committed to maintaining a safe and secure environment for all pupils and a 'culture of vigilance' to safeguard and protect all in its care, and to all aspects of its 'Safeguarding (Child Protection and Staff Behaviour) Policy'.

EQUAL OPPORTUNITIES STATEMENT

The aims of the School and the principles of excellent pastoral care will be applied to all children irrespective of their race, sex, disability, religion or belief, sexual orientation, gender reassignment or pregnancy or maternity; equally these characteristics will be recognised and respected, and the School will aim to provide a positive culture of tolerance, equality and mutual respect.

COMPLAINTS POLICY AND PROCEDURE FOR PARENTS

Felsted School (“the School”) makes its Complaints Policy and Procedure available to all parents of pupils on the School’s website www.felsted.org and in the School office during the school day. The School will ensure that parents of pupils who request it are made aware that this document is published or available and of the form in which it is published or available.

This Policy and Procedure applies to parents of current pupils and parents of past pupils if the complaint was initially raised when the pupil was still registered at the School.

Although there is not a legal requirement for the School to deal with complaints by prospective parents, the School will seek to respond to any complaint that is addressed to the Admissions Department, or (if about the Admissions Department) to the Head, in a timely manner. Such response falls outside of this Complaints Procedure. As such, although this procedure is made available to parents of prospective pupils for information, it is not available for use by them.

To enable effective review, the School expects complaints to be raised within 90 calendar days of an issue arising; complaints outside this timeline will be referred to the Chair of Governors who, acting reasonably, will determine how the School will proceed.

Parents are therefore expected to proceed with their complaint in a timely and reasonable manner. It is expected that if parents wish to escalate their complaint to the next stage of the Procedure, they will generally do so within 15 working days of the conclusion of the current Stage. Depending upon the circumstances, the School may, acting reasonably, treat a complaint as closed if a parent has not proceeded within this timeframe.

Note that a working day for the purposes of this procedure is defined as a weekday (Monday to Friday) during term time, and that all references to ‘parents’ means the holder(s) of parental responsibility for a pupil about whom the complaint relates and includes guardians and carers.

Timescales for investigating and/or responding to a complaint may need to be extended. The School will inform parents if there may be a delay to the anticipated timescales, for instance, as a consequence of disruption to the School, unavoidable staff absence or site closure or where a complaint is received immediately prior to School holidays commencing. The School will take all reasonable steps to limit any delay during School term time.

1. INTRODUCTION

- 1.1 Felsted School is committed to delivering a high quality of academic teaching and pastoral care, welcomes suggestions and comments from parents and pupils, and takes seriously concerns and complaints that may arise.
- 1.2 Wherever possible the School seeks to resolve concerns and complaints in a timely manner through an informal process, resorting to a formal process only where informal means have not been successful.
- 1.3 As the School provides boarding accommodation, this Complaints Policy and Procedure is drawn up with regard to the National Minimum Standards for Boarding Schools.
- 1.4 This Policy also meets the requirements of the Education (Independent School Standards) Regulations 2014 (“the ISS Regulations”), Part 7 and the EYFS Framework.

- 1.5 In accordance with paragraph 32(1)(b) of Schedule 1 to the ISS Regulations, the School will make this policy available to parents on the School website and in hard copy in the Preparatory and Senior School Reception and provide, on request, to the Chief Inspector, the Secretary of State or an independent inspectorate, details of the Complaints Procedure and the number of complaints registered under the formal procedure during the preceding school year.
- 1.6 The Complaints Policy and Procedure has been created to deal with any complaint. A complaint is an expression of dissatisfaction with a real or perceived problem, any matter about which a parent of a pupil is unhappy and seeks action by the School. A complaint may be about a member of staff or the School as a whole, relating to any aspects of the School or the provision of facilities or services. Appeals against permanent exclusions or required removals are heard under the Permanent Exclusion (Expulsion) Policy Appeal Procedure available on the School website. Any formal complaints received in relation to data protection concerns would not normally be dealt with under this Procedure, but should instead be referred to the Information Commissioner's Office.

2. AIMS

We wish to ensure that:

- Parents who wish to raise a concern or make a complaint know how to do so, initially on an informal basis and, if necessary, through a formal procedure;
- We respond to such concerns or complaints in a courteous and efficient way;
- All complaints are managed in the timescales set out in this policy and where this is not possible, such as where there is a delay in collecting information, for example, owing to staff absence)the School will liaise with parents to inform them of the anticipated timescales;
- Parents understand that we listen and take concerns and complaints seriously and confidentially;
- We take action where appropriate;
- If a parent is not satisfied with the response to a formal written complaint, there is a procedure that they can follow and provision for them to attend a meeting with a Complaints Panel.

3. CONFLICTS OF INTEREST

- 3.1 In the event that a conflict of interest exists in relation to a complaint, then the member of staff or Governors who has the potential conflict of interest ('the conflicted party') cannot be involved in the complaints procedure and their place in the complaints process (if any) will be taken by another member of staff nominated by the Head of the Senior School or Preparatory School, or another Governor (as appropriate). If the conflicted party is the Head of the Senior School or Preparatory School, the complaint will generally be dealt with by the Head not conflicted or, where appropriate, a Governor nominated by the Chair of Governors.
- 3.2 A conflict of interest can arise in a number of ways, including the following by way of example:
- i. the individual making the complaint is also a member of staff or Governor;
 - ii. the individual making the complaint is related to or has a close personal relationship with a member of staff or Governor; or
 - iii. the subject of the complaint is related to or has a close personal relationship with a member of staff or Governor.

4. STAGE 1 – INFORMAL RESOLUTION

- 4.1 Parents may talk to, email, write a letter to or telephone the School directly and should clearly state in any communication on what basis they are contacting the School. It is hoped that most complaints and concerns will be resolved quickly and informally.
- 4.2 The communication may be to any member of staff, though normally a significant matter should be addressed to the Housemaster or Housemistress at the Senior School or to the Head of Phase or Boarding House Parents in the Preparatory School. A significant academic matter should be addressed to a member of the Leadership Team. If the member of staff who receives the complaint cannot resolve the matter alone it may be necessary for a senior member of staff to be consulted.
- 4.3 The relevant member of staff will acknowledge the complaint within two working days of receipt. The member of staff 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 15 working days of receipt of the complaint or fail to reach a satisfactory resolution then the parents will be advised to proceed with their complaint in accordance with Stage 2 of this Procedure. The parents will be expected to elevate their complaint to Stage 2 within a reasonable timeframe, ordinarily within 15 working days of receiving the outcome of Stage 1.

5. STAGE 2 – FORMAL RESOLUTION

- 5.1 If the complaint cannot be resolved on an informal basis then the parents should put their complaint in writing to the Head of the Senior School or the Preparatory School. If the complaint is against the Head, parents should make their complaint directly to the Chair of Governors. The Chair of Governors or a Governor nominated by the Chair of Governors will review the complaint in accordance with Stage 2 of this Procedure.
- 5.2 The School will acknowledge a formal complaint within five working days, explaining how it proposes to proceed and setting a date (not normally more than 15 working days from the date of receipt of the formal complaint) by which time a response will be provided. The Head will decide, after considering the complaint, the appropriate course of action to take which may include speaking with the parents concerned and carrying out further investigation. This may affect timescales and if so, the Head will keep parents informed of a date for a response. A written record will be kept of any meetings and interviews held in relation to Stage 2 of the complaint.
- 5.3 Once the Head is satisfied that, so far as is reasonably practicable, all of the relevant facts have been established a decision will be made and the parents informed in writing. This will normally be within 15 working days of having received the Stage 2 complaint. The response will set out the Head's conclusion, the reasons for it, and any action taken or proposed. The School hopes that parents will be satisfied with the outcome and will understand that their concerns have been fully and fairly considered.
- 5.4 Knowledge of formal complaints will be limited as far as reasonably possible, to the Head, those directly involved, the Bursar and the Chair of Governors. Any action taken under staff disciplinary procedures as a result of complaints would be handled confidentially within the School.
- 5.5 If parents are still not satisfied with the decision, they should proceed to Stage 3 of this Procedure within 15 working days of the Stage 2 decision being communicated to them. If parents do not invoke Stage 3 within this timeframe the School may, acting reasonably, deem the complaint closed.

6 STAGE 3 – PANEL MEETING

- 6.1 Parents have a right to appeal against the response to a Stage 2 formal complaint. This should normally be within 15 working days of receiving the Stage 2 response. To the extent the parents are unable to provide their complaint within the time period stipulated due to extenuating circumstances which have impeded the parents from taking action, the parents should request an extension in writing. Such a request should be made to the Clerk to the Governors in advance of the original deadline, setting out the further time period requested and the reason for this. This will be considered.
- 6.2 An appeal notice should be addressed in writing (email or letter) directly to the Head setting out the reasons for continuing dissatisfaction, the desired outcome and requesting a meeting with the Complaints Panel (“the Panel”). Where the complaint involves the Head, then an appeal notice should be addressed to the Chair of Governors c/o the Clerk to the Governors. Parents should also ensure a copy of all relevant documents accompany the appeal notice wherever possible.
- 6.3 Upon receipt of an appeal notice the Head will refer the matter to the Clerk to the Governors who will inform the Chair of Governors. The Chair of Governors (or a Governor nominated by the Chair of Governors) will ask the Clerk to the Governors to convene a Panel consisting of three persons nominated by the Chair and not directly involved in the matter detailed in the complaint, one of whom shall be independent of the management and running of the School. The Clerk to the Governors will convene a date for the meeting.
- 6.4 Wherever possible, the Panel shall meet – either in person or remotely - within 20 working days of receipt of an appeal notice. If the Panel deems it necessary, it may require that further particulars of the complaint or any related matter be supplied in advance of its meeting. Copies of such further particulars shall be supplied to all parties, where possible, no later than three working days prior to the meeting.
- 6.5 The parents may attend the meeting of the Panel and may be accompanied by one other person if they wish. This may be a relative, teacher or friend. Legal representation will not normally be appropriate. The parents should notify the Clerk to the Governors at least 3 working days in advance of the Panel meeting of the name and occupation of an accompanying person (if relevant) and any reasonable adjustments required by the parents. The Head may also be accompanied to the meeting by one other person if they wish. If the Panel meeting is taking place remotely, it will also be necessary to provide relevant contact details in order to enable them to attend. If parents are unable to attend on the date of the meeting they may request a postponement, which the Clerk to the Governors may seek to accommodate. Only one such postponement may be sought and it may result in the meeting being held more than 20 working days after receipt of the appeal notice. If parents decide that they do not wish to attend the meeting, the Panel will proceed to hear the complaint in their absence and issue findings on the substance of the complaint.
- 6.6 The Panel meeting is not a court case and will be as informal as circumstances allow and conducted in such a manner as permitted at the discretion of the Panel. The Panel is a non-legal forum and as such, cannot make findings as to points of law. The parents will have the opportunity to put their concerns that were previously put in writing to the Panel. The School will have the opportunity to give its account and each party as well as the Panel will be able to ask questions: this may be via the Panel, as the Panel sees fit. The parents and School will have an opportunity to

make final comments to the Panel. The proceedings of the Panel meeting are confidential.

- 6.7 Unless the Chair of the Panel has received a written request in advance of the meeting for it to be recorded, and has provided their express written permission to do so, any recording of the meeting is prohibited. The Panel may ask for a note taker (e.g. a member of the School's administrative team) to be present during the Panel meeting to take notes of the proceedings. Any such notes are not intended to be a verbatim transcript, and are simply for the benefit of the Panel, so that they can focus on listening to the parents' concerns. All present at the Panel meeting will be also entitled, should they wish, to write their own notes for reference purposes.
- 6.8 The Panel may reach a decision at the meeting or may seek such additional information as it may direct prior to reaching a decision. After due consideration of the merits of the complaint and all the facts it considers relevant, the Panel will make findings as to whether or not the Stage 2 decision was a reasonable one and accordingly decide whether to:
- Dismiss the complaint(s) in whole or in part;
 - Uphold the complaint(s) in whole or in part;
 - Make recommendations.
- 6.9 The Panel will write to the parents informing them of its final decision and the reasons for it as soon as possible and normally within 15 working days of the meeting, (although additional time may be required if it is necessary to carry out further investigations following the meeting). The decision of the Panel will be final and represents the conclusion of the School's Procedure. A copy of the Panel's findings and recommendations (if any) will be sent by electronic mail or otherwise given to the parents, the Head, Chair of Governors and, where relevant, any person complained about. A copy of the decision and any recommendations will also be made available for inspection at the School premises by the Governors and the Head.

7. WRITTEN COMPLAINTS RELATING TO THE REQUIREMENTS UNDER THE STATUTORY FRAMEWORK FOR THE EYFS

- 7.1 Parents of EYFS children should follow the three Stages of this Complaints Procedure. Written complaints about the fulfilment of the EYFS requirements will be investigated in accordance with Stage 2 of the Complaints Procedure for parents and the parent will be notified of the outcome of the investigation within 28 days. Stage 3 above will be available to parents if they remain dissatisfied with the outcome at Stage 2.
- 7.2 The School will provide ISI and/or Ofsted, on request, with a written record of all complaints made during any specified period, and the action that was taken as a result of each complaint, which will include details of whether the complaint was upheld. The record of any such complaints will be kept for at least three years.
- 7.3 Parents may also complain directly to ISI, or Ofsted if they believe that the School is not meeting the EYFS requirements:
ISI may be contacted on 020 7600 0100 or by email: concerns@isi.net.
Ofsted may be contacted on 0300 123 4666 or by email: enquiries@ofsted.gov.uk.

RECORD KEEPING AND DATA PROTECTION

- 8.1 A Complaints Log is kept of all formal complaints (including those that relate to the EYFS provision and boarding provision) together with a record of whether the

complaint refers to a day or boarding pupil, the action taken by the School (regardless as to whether or not the complaint was upheld) and whether these have been resolved following a formal procedure or have proceeded to a Panel meeting. The Complaints Log also states the action taken by the School as a result of these complaints, regardless of whether they have been upheld. These logs also include all serious concerns in which the Head has been involved. The School will also keep a record of complaints relating to boarding provision which were made but later withdrawn.

- 8.2 At the Senior School, the Complaints Log is kept in the Head's Office.
- 8.3 At the Preparatory School, the Complaints Log is kept in the Head's Office.
- 8.4 The Complaints Log at each School shall be reviewed by the Head regularly and not less than on a termly basis and by the Chair of Governors periodically.
- 8.5 In addition, the Deputy Heads, Assistant Heads and Heads of Phase in the Preparatory School keep a log of concerns and informal complaints raised with them, and which they have dealt with easily and promptly.
- 8.6 The School processes data in accordance with its Privacy Notices <https://www.felsted.org/parents/policies-school-information>. When dealing with complaints the School (including any Panel member appointed under the Stage 3 process) may process a range of information, which is likely to include:
 - Date when the issue was raised;
 - Name of parent and pupil;
 - Description of the issue;
 - Records of all the investigations and any witness statements (if appropriate);
 - Name and contact details of member(s) of staff handling the issue at each Stage;
 - Copies of all correspondence on the issue (including emails and records of phone conversations);
 - Notes and minutes of meetings and the Stage 3 Panel meeting; and
 - The Panel's written decision.

This may include 'special category personal data' (as further detailed in the School's Privacy Notice and Data Protection Policy, but potentially including, for instance, information relating to physical or mental health) where this is necessary owing to the nature of the complaint. This data will be processed in accordance with the School's Privacy Notice, Data Protection Policy and Record Keeping Policy. The record of complaint is kept for at least 7 years and may be kept for longer subject to further consideration by the Head or if there is a safeguarding aspect to the complaint.

9. **CONFIDENTIALITY**

Correspondence, statements and records relating to individual complaints are to be kept confidential except where the Secretary of State or a body conducting an inspection under section 109 of the Education and Skills Act 2008 requests access to them, or under other legal authority. In addition to where requested by the Secretary of State or an inspector, there may be other circumstances where disclosure of the substance of a complaint or particular confidential records relating to it is required, for example, where there is a legal, regulatory, safeguarding or data protection obligation (eg, in response to a subject access request) which prevails over the requirement to maintain the records as confidential.

10. **ALTERNATIVE DISPUTE RESOLUTION (ADR)**

Where the School is unable to resolve a complaint with a parent and this Procedure has been exhausted, within the Panel's findings the School will let parents know that if they cannot settle the complaint parents may, if they wish, contact the Ombudsman Service as a means of alternative dispute resolution ("ADR"). In providing this information, the School will also indicate whether they are prepared to consider entering into ADR in that instance, as the School is not obliged to do so.

11. **SERIAL, PERSISTENT AND VEXATIOUS COMPLAINTS**

The decision of the Panel at Stage 3 of this Procedure is final. If parents attempt to reopen the same issue, or a closely related issue that has already been dealt with under this Procedure, the Chair of Governors may inform them in writing that the Procedure has been exhausted, the matter is now closed, that continued correspondence on the same matters will be viewed as 'serial' or 'persistent' and that the School will not respond to any further correspondence on this issue or closely related issue.

The School also reserves the right to pause or cease to deal with vexatious complaints. This will usually be where there are/is:

- Complaints which are obsessive, persistent, harassing, prolific, repetitious
- Insistence upon pursuing unmeritorious complaints and/or unrealistic outcomes beyond all reason
- Insistence upon pursuing meritorious complaints in an unreasonable manner
- Complaints which are designed to cause disruption or annoyance
- Demands for redress that lack any serious purpose or value.

12. **CONTACT DETAILS FOR ISI AND OFSTED**

12.1 **INDEPENDENT SCHOOLS INSPECTORATE**

CAP House,
9 - 12 Long Lane,
London
EC1A 9HA
Tel: 020 7600 0100 Fax: 020 7776 8849
Email: concerns@isi.net

12.2 **OFSTED**

Piccadilly Gate
Store Street
Manchester
M1 2WD
Tel: 0300 123 1231
Email: enquiries@ofsted.gov.uk

12.3 Parents of pupils who board may contact ISI in relation to any concern about the pupil's welfare.

12.4 Parents may contact either Ofsted or ISI if they have a concern that the School is not meeting the EYFS requirements.

12.5 In the school year 2021/22 the Heads Office (Prep and Senior) at Felsted School dealt with 4 formal complaints:
Prep School: 2 complaints (including 1 complaint related to boarding provision)
Senior School: 2 complaints (including 1 complaint related to boarding provision)

Appendix 1:

SUMMARY OF COMPLAINTS PROCEDURE FOR PUPILS – FELSTED SENIOR SCHOOL

This section is particularly addressed to pupils.

1. **If you are unhappy, or worried about a problem or wish to make a complaint, you should talk to someone. That person might be:**

IN SCHOOL:

- Your Housemaster, Housemistress or their assistants
- Your Tutor or another member of the teaching staff
- Alex Keane (Independent Listener) - 07707 602167
- The School Doctors - via the Medical Centre

or at Blandford Medical Centre - 01376 347100

- The Medical Centre - 01371 822791) or House Matron
- The Wellbeing Centre, wellbeing@felsted.org- 01371 822673.
- The Senior Deputy Head, either directly by email - dhpa@felsted.org or by making an appointment through their PA - 01371 822708
- The Head, either directly by email - hmpa@felsted.org or by making an appointment through their PA - 01371 822606

OR IT MIGHT BE, OUTSIDE THE SCHOOL:

- Your parents
- National Drugs Helpline (tel: 03001236600)
- Childline (tel: 0800 1111)
- Office of the Children's Commissioner – 0207 783 8330
- Child Exploitation and Online Protection Centre (CEOP)
www.ceop.police.uk/safety-centre/ (online contact form)

2. **Do not be afraid to speak if you have a concern or complaint about your or someone else's welfare**

2.1 Everyone at the School is concerned about your welfare and there is always help available. If you have any concern it is much better to say something than it is to stay silent.

2.2 You can contact any of the people listed above as a first step.

3. Key principles

3.1 A written record is kept of all complaints and their outcome, for regular review by the Head or a senior member of staff.

3.2 If you have a concern or complaint, you can always speak to your parents and ask them to contact someone at the School on your behalf, unless circumstances make this impossible, when you could raise the complaint yourself.

3.3 If you want to raise a concern or complaint yourself, it is best to start with the person who is most concerned with that area of school life or who is most likely to be able to help. For example:

- A House matter, speak to your Housemaster or Housemistress
 - Academic work, speak to Mrs Capewell / Mrs Stefanini
 - Pastoral, bullying, welfare, or well-being, speak to your Housemaster or Housemistress, the Wellbeing Centre, a member of the Senior Leadership Team, the Deputy Heads or the Head.
 - Behaviour or actions of a member of staff, speak to a senior member of staff – a member of the Senior Leadership Team, the Deputy Heads or the Head.
- 3.4 If your complaint relates to boarding provision, please see below. The process is also set out on your House Notice Board.
- 3.5 Complaints will be resolved either to the satisfaction of the person complaining, or with an otherwise appropriate outcome which balances the rights and duties of pupils.
- 3.6 If you have made a complaint or suggestion in writing, we will contact you within five working days to respond to your concerns and explain how it is proposed to proceed.
- 3.7 If the person you contact needs to discuss the matter with a colleague and consider it further before responding, then you will be given a date not more than 15 working days later by which time you will receive a response.
- 3.8 Pupils (including Boarders who complain about boarding provision) are NOT thought less of, punished or penalised in any way for making a complaint in good faith.
- 3.9 Parents may make a complaint against the School as explained in the main Complaints Policy and Procedure.

SUMMARY OF COMPLAINTS PROCEDURE FOR PUPILS

– FELSTED PREPARATORY SCHOOL

This section is particularly addressed to pupils.

- 1. If you are unhappy, or worried about a problem or wish to make a complaint, you should talk to someone. That person might be:**

IN SCHOOL:

- Your Form Tutor, Head of Phase, Boarding House staff (07788 319002) or another member of the teaching staff
- The Prep School Nurse and the Health & Wellbeing Assistants (Day or Resident) – located in the Evans block by the Library - 01371 822784; 07764 332936
- The Medical Centre - 01371 822791
- The Deputy Head, prepltsec@felsted.org , Tel: 01371 822614 or in their office in Evans Block
- The Head, hmsprep@felsted.org, Tel 01371 822612, either knock on the door or make an appointment with their PA – 01371 822612
- Alex Keane (Independent Listener) - 07707 602167
- Sharing/Caring Box in each Phase with Comment/Suggestion/Ideas Boxes in Hamilton House for Boarders.

OR IT MIGHT BE, OUTSIDE THE SCHOOL:

- Your parents
- National Drugs Helpline (tel: 03001296600)
- Childline (tel: 0800 1111)
- Office of the Children's Commissioner - 0207 783 8330
- Child Exploitation and Online Protection Centre (CEOP)
www.ceop.police.uk/safety-centre/ (online contact form)

- 2. Do not be afraid to speak if you have a concern or complaint about your or someone else's welfare.**

2.1 Everyone at the School is concerned about your welfare and there is always help available. If you have any concern it is much better to say something than it is to stay silent.

2.2 You can contact any of the people listed above as a first step.

3. Key principles

3.1 A written record is kept of all concerns and complaints and their outcome, for regular review by the Head.

3.2 If you have a concern or complaint, you can always speak to your parents and ask them to contact someone at the School on your behalf, unless circumstances make this impossible, when you could raise the complaint yourself.

3.3 If you want to raise a concern or complaint yourself, it is best to start with your Form Tutor or Head of Phase, for example:

Behaviour or actions of a member of staff - speak to a member of the Leadership Team, the Deputy Head (Mr Fincher) or the Head (Mrs Norris)

3.4 If your complaint relates to boarding provision, please see below. The process is also set out on your House Notice Board

- 3.5 Complaints will be resolved either to the satisfaction of the person complaining, or with an otherwise appropriate outcome which balances the rights and duties of pupils.
- 3.6 If you have made a complaint or suggestion in writing, we will contact you within five working days to respond to your concerns and explain how it is proposed to proceed.
- 3.7 If the person you contact needs to discuss the matter with a colleague and consider it further before responding, then you will be given a date not more than 15 working days later by which time you will receive a response.
- 3.8 Pupils (including Boarders who complain about boarding provision) will not be penalised or prejudiced in any way where a complaint is made in good faith.
- 3.9 Parents may make a complaint against the School as explained in the main Complaints Policy and Procedure.

COMPLAINTS ABOUT BOARDING PROVISION

- 1.1 Concerns and complaints from parents concerning boarding provision are managed in accordance with this policy.
- 1.2 If a boarder has a concern or complaint about boarding provision, they should refer to the School's Complaints Procedure for Boarders, which can be found on the House Notice Board.
- 1.3 Boarders should always feel they are able to raise a concern and that it will be taken seriously. If a boarder has a concern or complaint about boarding provision, they should refer to their Housemaster, Housemistress, Houseparent or their assistants in the first instance either by talking to the member of staff, or in writing (including by email). All concerns and complaints are taken seriously. The member of staff will seek to deal with the concern or complaint quickly and informally. If the member of staff who receives the concern or complaint cannot resolve the matter alone it may be necessary for a senior member of staff to be consulted.
- 1.4 If the matter is not resolved informally, the boarder may refer the matter to the Head setting out briefly the facts of their concern or complaint and stating what it is that the boarder considers should be done. The Head may delegate the handling of the matter to another senior member of staff who has not previously been involved. The Head (or senior member of staff) dealing with the matter may meet with the boarder, if they deem it appropriate.
- 1.5 Whenever reasonably possible, the Head (or senior member of staff) will respond to the boarder with the outcome of their concern or complaint within 20 working days of having received the boarder's formal complaint. Working days for this purpose is Monday-Friday during school term time. If the Head (or senior member of staff) is unable to meet this deadline, they will provide the boarder with an update and revised response time. Following the Head's (or senior member of staff's) response, the boarder will have no further recourse to their concern or complaint. A boarder will not have access to the Complaints Procedure above as this is designated for parents.
- 1.6 Boarders will not be penalised for raising a concern or complaint about boarding provision in good faith.
- 1.7 A record will be kept of all concerns and complaints raised by a boarder relating to boarding provision and the date on which they were received. The records, including any action taken, will be regularly reviewed by the Head.