



## COMPLAINTS PROCEDURE

### Introduction

Box Hill 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 procedure. For information the telephone number for OfStEd education complaints is 0300 123 4234.

### 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 Tutor for an academic matter or their House Parent for a pastoral matter. In many cases, the matter will be resolved straightaway by this means to the parents' satisfaction. If the Tutor or House Parent cannot resolve the matter alone, it may be necessary for the Head of Department or Deputy Head (Pastoral) to be consulted;
- Complaints made directly to a Head of Department or the Deputy Head (Pastoral) will usually be referred to the relevant Tutor or House Parent unless the Head of Department or the Deputy Head (Pastoral) deems it appropriate for him/her to deal with the matter personally;
- The Tutor or 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 a week or in the event that the Head of Department or Deputy Head (Pastoral) 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 Headmaster. The Headmaster will decide, after considering the complaint, the appropriate course of action to take;
- In most cases, the Headmaster will meet the parents concerned, normally within one week of receiving the complaint, to discuss the matter. If possible, a resolution will be reached at this stage;
- It may be necessary for the Headmaster to carry out further investigations;
- The Headmaster will keep written records of all meetings and interviews held in relation to the complaint;

- 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;
- 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 Clerk to the 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 two Governors not directly involved in the matters detailed in the complaint, and one other person who shall be independent of the management and running of the school. Each of the Panel members shall be appointed by the Chairman of Governors or his Vice Chairman in the absence of the Chairman. The Clerk to the Governors, on behalf of the Panel, will then acknowledge the complaint and schedule a hearing to take place as soon as is practicable;
- 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;
- 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 five working-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 Headmaster, the Governors 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.