

COMPLAINTS PROCEDURES

It should be remembered that all complaints should be recorded on file.

Pupils:

For pupils this is clearly explained in the Personal Problems Procedure which is printed in the School Calendar. It is an obligation to follow up pupil complaints and to investigate specific allegations where they have been made. It is a necessity to keep a written record of questions asked and procedures followed when looking into a complaint. Any formal complaint relating to the running of the School should be addressed to the Head Master, either in writing or personally. Pupils will not be penalised for making a complaint in good faith. Boarders should see the paragraph on 'Boarders and Welfare' towards the end of this document.

Staff:

Academic staff have a direct line through their HoD, their Houseparents or the Second Master to the Head Master. These complaints may concern the specific behaviour of a pupil or pupils or could be related to unprofessional conduct by colleagues. Once again there is a duty for all matters to be fully investigated and recorded. Staff contracts include a grievance procedure and colleagues should remember that there is a staff governor representative. Where a member of staff feels aggrieved with a Senior Management decision, he/she is encouraged to talk to the staff governor representative or any of the other governors initially. Subsequently there is the full grievance procedure included within the contract which can be followed.

Parents:

See the Parental Complaints procedure that follows.

PARENTAL COMPLAINTS PROCEDURE

Blundell's 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.

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 or Housemaster/Housemistress. In many cases the matter will be resolved straight away by this means to the parents' satisfaction. If the Tutor or Housemaster/Housemistress cannot resolve the matter alone, it may be necessary for them to consult a Head of Department, Director of Studies, Second Master or Head Master.
- Complaints made directly to a Head of Department, Director of Studies, Second Master or Head Master will usually be referred to the relevant Tutor or Housemaster/ Housemistress unless the Head of Department, Director of Studies, Second Master or Head Master deems it appropriate for him/her to deal with the matter personally.

- The Tutor or Housemaster/Housemistress 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 three weeks or in the event that the Tutor or Housemaster/Housemistress 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 Master. The Head Master will decide, after considering the complaint, the appropriate course of action to take.
- In most cases, the Head Master will meet the parents concerned, normally within four days of receiving the complaint, to discuss the matter. If possible, a resolution will be reached at this stage.
- It may be necessary for the Head Master to carry out further investigations.
- The Head Master will keep written records of all meetings and interviews held in relation to the complaint.
- Once the Head Master 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 Master 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 Mrs E V Heeley, 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 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 Board of Governors - the Convenor will then acknowledge the complaint and schedule a hearing to take place as soon as practicable and normally within ten 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 two whole 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 ten 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 Master, the Governors and, where relevant, the person complained about.

Boarders and Welfare

Boarders and their parents who have a complaint about their welfare which they feel has not been answered by the school's normal procedures can inform an Inspector when they visit the school or contact Ofsted on 0300 123 4666. You may also contact the Children's Rights Director about your concerns via their website www.rights4me.org. Boarders and parents can contact the National Care Standards Commission regarding any complaint concerning a boarder's welfare. The Local Authority Designated Officer (LADO) can also be contacted on 01392 388670.

Confidentiality

Parents can be assured that all concerns and complaints will be treated seriously and confidentially. Correspondence, statements and records relating to individual complaints will be kept confidential except where the Secretary of State or a body conducting an inspection under section 162A of the 2002 Education Act, as amended, request access to them.

Complaints record

A written record is kept of serious complaints, their outcomes, and whether they were resolved at the preliminary stage or proceeded to a panel hearing. This record is for regular review by the Head Master or a senior member of staff.

Records of complaints are maintained for three years after the pupil has left the school.

One formal complaint was made in the preceding school year (2010 – 2011)

(Revised RWT July 2011)