

Blundell's Preparatory School Complaints Procedures

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

Pupils:

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.

Staff:

Academic staff have a direct line through all staff and SLT. 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.

Blundell's Preparatory 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.

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. In many cases the matter will be resolved straight away by this means to the parents' satisfaction. If the Form Teacher cannot resolve the matter alone, it may be necessary for them to consult a Head of Pre-Prep, Deputy Head or Head Master.
- Complaints made directly to a Head of Pre-Prep, Deputy Head or Head Master will usually be referred to the relevant Form Teacher unless the Head of Pre-Prep, Deputy

Head or Head Master deems it appropriate for him/her to deal with the matter personally.

- The Form Teacher 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 Form Teacher 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, the member of the Governing Body appointed to request the Clerk to 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 Clerk to the Governors 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 Clerk to the Governors on behalf of 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.

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 (amended January 2005, May 2007 and February 2009); where disclosure is required in the course of the school's inspection; or where any other legal obligation prevails.

Reviewed February 2012
DC

Next Review February 2013

Blundell's Preparatory School

Complaints Form

1. Name of complainant	
2. Date of complaint	
3. Nature of complaint	
4. Name(s) of other persons involved	
5. Actions taken	
6. Person to whom complaint made	
7. Signature of complainant	

This form must be retained in the 'Complaints folder' in the Head Master's office.

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