



BEDSTONE
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Complaints Policy

at

Bedstone College

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This policy has been temporarily updated for use during the Corona Virus pandemic 2020

Complaints Policy

A copy of this Complaints Policy is available to parents of currently registered students and can be found on the school website and is available from The Head and the School Office.

This policy is for parents of all members of our college community, including boarders and those in EYFS. The complaints procedure does apply to past students if the complaint was initially raised when the student was still registered.

Bedstone College is fully committed to ensuring that the application of this policy is non-discriminatory in line with the [UK Equality Act \(2010\)](#). Further details are available in the college's Equality and Diversity Policy document.

Aim: Bedstone College has long prided itself on the quality of the teaching and pastoral care provided to its students. However, if parents do have a complaint they can expect it to be treated by the College in accordance with this procedure. If complaints are received during a holiday period they will be dealt with as soon as practicable. The aims of this policy are to ensure that complaints are handled with expediency and equitably to ensure that all parties are treated with dignity, respect and fairly.

If a parent wishes to know how many complaints have been registered under the formal procedure in the preceding school year, they should contact the Head at the college.

- This Policy addresses the following relevant criteria:
- ISI Regulatory requirements: ISSR Part 7, Para 33
- NMS: Standard 18
- The Education (Independent School Standards) (England) Regulations 2014 and subsequent amendments

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 contact their son or daughter's Tutor, Houseparent/Head of House and in many cases the matter will be resolved straightaway by this means, to the parents' satisfaction. If the Tutor, Houseparent/Head of House cannot resolve the matter alone, it may be necessary for them to consult the Deputy Head or Head.
- Complaints made directly to the Deputy Head or Head will be referred to the relevant Houseparent/Head of House/Tutor unless the Deputy Head or Head deems it appropriate for him to deal with the matter personally.
- The person handling the matter may make a written record of all concerns and complaints and the date on which they were received. Should the matter not be resolved within seven days, or in the event that the member of staff dealing with the matter 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.

- A concern or complaint that has been through stage 1 and moved to stage 2 of the process is viewed as a registered complaint, which will be dealt with under the formal procedures.

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.
- The Head will decide, after considering the complaint, the appropriate course of action to take. *If the complaint is regarding fee charges for the summer term 2020 it will be passed directly to the owners' representatives.*
- The Head (or a member of the Senior Management Team) will meet or speak to the parents concerned **within 2 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 to carry out further investigations.
- The Head will **keep written records** of all meetings and interviews held in relation to the complaint.
- Once the Head 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 the decision in writing, **within 10 working days**^{*} (during term time) of the meeting/conversation with the parents. The Head will also give reasons for the decision.
^{*}During published school holidays this will be 3 calendar weeks.
- 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 should inform the Clerk to the Governor's, in writing, **within 4 weeks** of the written decision of Stage 2.
- The Clerk to the Governors becomes the Complaints Panel Hearing Convenor; he is appointed by the College 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 College***. **Each of the Panel members shall be appointed by the Governors.** The Convenor, on behalf of the Panel, will then acknowledge the complaint and schedule a hearing to take place as soon as practicable and **within 10 working days** (during term time); 3 calendar

weeks during school holidays.

- The panel hearing will proceed unless, at a later stage, the parents indicate that they do not wish it to do so.
- 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. There is no entitlement for parents to insist on legal representation.
- The Panel will aim to 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 2 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. A copy of the Panel's findings and any recommendations will be sent in writing to the complainant and the person complained about and copies will be made available for inspection on the school premises by the governors and the Head.
- A written record is to be kept of all complaints that are made and whether they are resolved following a formal procedure, or proceed to a panel hearing. The written records will note any action taken by the school as a result of these complaints, regardless of whether they are upheld.
- All 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 108 or 109 of the 2008 Act requests access to them.

*** A suitable independent panel member will be a person who has held a position of responsibility and is used to scrutinising evidence and putting forward a balanced argument. Examples of such persons might be serving or retired business people, civil servants, heads or senior members of staff at other schools, people with a legal background and retired members of the police force.**

Additional Specific Requirements for EYFS:

We will investigate any complaints relating to fulfilment of EYFS requirements. Written records of complaints, and their outcome are kept. This record is made available to Ofsted/ISI on request.

Parents, carers, guardians may contact Ofsted and/or the ISI if they feel that the school is not meeting EYFS requirements:

Ofsted: Online form: <https://contact.ofsted.gov.uk/online-complaints>
Tel: 0300 123 1231

ISI: Tel: 0207-600-0100
e-mail: concerns@isi.net

Any complaints concerning fulfilment of EYFS requirements will be investigated and the complainant notified of the outcome of the investigation within 28 days.