

# Complaints

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## 1 Policy Statement

1.1 The Local Governing Body and staff of Hampshire Collegiate School are committed to providing the best experience for pupils and parents. We understand that when there is dissatisfaction and a pupil or parent wishes to express their concern or make a formal complaint we have a duty to listen, investigate and communicate.

1.2 We pride ourselves on the quality of the teaching and pastoral care provided to our pupils. However, we recognise that parents will, from time to time, have normal and legitimate concerns about the progress, achievement, behaviour or welfare of their son or daughter. Parents are encouraged to make those concerns known to staff so that they can be addressed in partnership with the school.

1.3 At Hampshire Collegiate School we will:

- Take all concerns and complaints seriously
- Make every effort to deal with complaints informally and at an early stage, in the spirit of partnership
- Resolve all complaints within 28 actual working days of the complaint being received
- Ensure that complaints are dealt with in line with the procedures set out in this document
- Ensure that complaints are resolved either to the complainant's satisfaction or with an otherwise appropriate outcome which balances the rights and duties of pupils
- Ensure that, where appropriate, a full and fair investigation of the issue is undertaken
- Ensure that no-one, including pupils, is penalised for making a complaint in good faith
- Keep a written record, for at least three years, of all complaints, the action taken and at what stage they were resolved. (Note: this information is provided to Ofsted at their request)
- Review regularly at senior leadership level the written record of complaints and their outcomes
- Keep confidential all records relating to individual complaints except where the Secretary of State or a body conducting an inspection under section 108 or 109 of the 2008 Act, as amended, requests access to them

1.4 A record of formal complaints and their outcomes is kept by the Headmaster's PA and is reviewed regularly by the Headmaster, to identify whether review or change of practice is needed and so that patterns can be identified and appropriate interventions made.

1.5 This policy is applicable to all pupils in our school including our boarders and those in our EYFS setting and the school 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 school's Equal Opportunity Policy document.

1.6 Boarders have the opportunity to contribute their views to the operation of boarding provision, are able to raise concerns and make complaints and their views are given appropriate weight in decisions about the running of the school. No pupil will be penalised for raising a concern or making a complaint in good faith.

1.7 Should it be needed, we will treat complaints in the following way. This procedure is used in all sections of the School, including Nightingale Nursery (EYFS) and Boarding. Additional requirements apply for EYFS settings beyond those which apply to the main school. Written complaints about the fulfilment of the EYFS requirements must be investigated and the complainant notified of the outcome of the investigation within 28 days. The record of complaints will be made available to Ofsted and ISI on request.

1.8 This policy is available on the school website for current and prospective parents ([www.hampshirecs.org.uk](http://www.hampshirecs.org.uk)) and from the School Office on request.

## 2 Informal Resolution of a Concern – Stage 1

2.1 Most concerns will be resolved quickly and informally.

2.2 If a parent has a concern they should normally contact their son/daughter's tutor (or form/class teacher or Head of Section). In most cases, the matter will be resolved straightaway by this means. If the teacher or Head of Section cannot resolve the matter alone he/she may need to consult with other staff.

2.3 Concerns made directly to a senior member of staff (e.g. Headmaster/Deputy Head/Head of the Prep School) will usually be referred to the relevant person responsible unless the senior member of staff deems it appropriate for him/her to deal with the matter personally.

2.4 The person dealing with the concern will make a written record of all concerns and the date on which they were received. Should the matter not be resolved within five working days or in the event that the member of staff and the parent fail to reach a satisfactory resolution then the parents will be advised to proceed to Stage 2 and to raise a formal complaint.

## 3 Formal Resolution of a Complaint – Stage 2

3.1 If the concern cannot be resolved on an informal basis, then the parents should put their concern in writing (see Appendix 1) to the Headmaster (or the Chair of the Governing Body if the complaint is about the Headmaster) at which point it becomes a formal complaint. The Headmaster will decide, after considering the complaint, the appropriate course of action to take.

3.2 In most cases, a senior member of Staff not so far involved in the complaint will speak with the parents concerned, normally within five working days of receiving the complaint. If possible, a resolution will be reached at this stage.

3.3 It may be necessary for the senior member of staff to carry out further investigations: written records of meetings held in relation to the complaint will be kept.

3.4 Once the Headmaster is satisfied that, so far as is practicable, the relevant facts have been established, a decision will be made, and parents will be informed in writing within 28 days of the school having received the complaint. The Headmaster will also give reasons for the decision.

3.5 If parents are still not satisfied with the decision, they may proceed to Stage 3.

## 4 Panel Hearing – Stage 3

4.1 If a parent seeks to proceed to Stage 3 (following a failure to reach an earlier resolution), they will be referred to the Clerk to the Governing Body, who calls hearings of the Complaints Panel.

4.2 The matter will then be dealt with by the Complaints Panel. 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 United Learning or its representatives. The Clerk, on behalf of the Panel, will then acknowledge the complaint and schedule a hearing to take place as soon as practicable and normally within 15 working days.

4.3 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 three working days prior to the hearing.

4.4 The parent may be accompanied to the hearing by one other person. This may be a relative or friend. Similarly, the Headmaster may be accompanied. Legal representation will not normally be appropriate, and the proceedings will not be recorded via an electronic recording device without the consent of both the Chairman of the Complaints Panel and the parent; any recording will be used only to assist the Panel members in reaching their decision and formulating their reasons, and will belong to the School.

4.5 If possible, the Panel will resolve the parent’s complaint immediately without the need for further investigation.

4.6 Where further investigation is required, the Panel will decide how it should be carried out. After due consideration of the facts they consider relevant, the Panel will reach a decision and may make recommendations, which it shall complete within ten working days of the hearing. The Panel will write to the parent informing them of its decision and the reasons for it. The decision of the Panel will be final. The Panel’s findings and any recommendations will be sent in writing to the parent, the Headmaster, UCST Board, the School Council and, where relevant, the person complained about.

4.7 The decision of the LGB Complaints Appeal Panel is final.

4.8 A copy of any findings is made available for inspection at the school by the Headmaster and the UCST board. In the year 2017-2018 three formal complaints were received.

## 5 Dealing with complaints

5.1 Parents can be assured that all concerns and complaints will be treated seriously and confidentially. Correspondence, statements and records will be kept confidential except where the Secretary of State or a body conducting an inspection under section 108 or 109 of the 2008 Act, as amended, requests access to them.

5.2 Specifically, Ofsted and ISI will be provided, on request, with a written record of all complaints made during any specified period and the action which was taken as a result of each complaint. These records are reviewed regularly by the Headmaster.

5.3 Should parents, parents of boarders or boarders wish to, they may raise concerns directly with Ofsted and/or ISI; complaints from parents regarding our registered EYFS provision can be made to Ofsted if they wish:

<b>Independent School Inspectorate</b>	<b>Ofsted</b>
CAP House 9-12 Long Lane London EC1A 9HA  Tel: 0207 600 0100  <a href="mailto:info@isi.net">info@isi.net</a>  <a href="http://www.isi.net/home/">http://www.isi.net/home/</a>	Piccadilly Gate Store Street Manchester M21 2WD  Tel: 0300 123 1231  <a href="mailto:enquiries@ofsted.gov.uk">enquiries@ofsted.gov.uk</a>  <a href="http://www.ofsted.gov.uk">www.ofsted.gov.uk</a>

**APPENDIX 1: Complaint Form**

Please complete in BLOCK CAPITALS and return to the Headmaster or Head of Prep School who will acknowledge receipt and explain what action will be taken.	
<b>Your name</b>	
<b>Student's name</b>	
<b>Your relationship to the student</b>	
<b>Address</b>	
<b>Postcode</b>	
<b>Day time telephone number</b>	
<b>Evening telephone number</b>	
<b>Please give details of your complaint below</b>	
<b>What action, if any, have you already taken to try and resolve your complaint? (To whom did you speak to and what was the response?)</b>	
<b>What actions do you feel might resolve the problem at this stage?</b>	
<b>Are you attaching any paperwork?</b>	<b>YES / NO</b>
<b>If so, please give details.</b>	
<b>Signature:</b>	<b>Date:</b>

<b>For Official use only</b>			
Date acknowledgement sent		Complaint resolved at which stage	
Acknowledgement sent by		Complaint recorded in school records	
Complaint referred to			
Complaint referred on (date)			

**APPENDIX 2: Prep School Pupils' Concerns and Complaints Form**

**WHAT DO I DO IF I NEED TO COMPLAIN?**

Write your name here: \_\_\_\_\_

Date and time of problem: \_\_\_\_\_

Where did the problem occur? \_\_\_\_\_

Which people were involved? \_\_\_\_\_

What is the problem? \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

What action did the staff take? \_\_\_\_\_

\_\_\_\_\_

Which member of staff is helping you fill in this form?

\_\_\_\_\_

Sign your name here: \_\_\_\_\_

Staff signature: \_\_\_\_\_

Date received by Head of Prep School: \_\_\_\_\_

What did Head of Prep School do: \_\_\_\_\_

\_\_\_\_\_

Problem sorted - Your signature: \_\_\_\_\_

Date/time: \_\_\_\_\_

Not sorted - referred to Complaints Panel. Date/time: \_\_\_\_\_

Ref No:

### **APPENDIX 3: Senior School Pupils' concerns and complaints**

Hampshire Collegiate School recognises that pupils may have genuine concerns or complaints at times about how they, or others, are treated. It is important that pupils feel that their voice will be heard, so they are encouraged to tell someone about their problems.

At HCS we aim to:

- Take all problems seriously
- Make every effort to deal with problems fairly and thoroughly, taking the statement of all concerned into consideration
- Settle any problem as soon as possible and, where possible, confidentially
- Make sure that no-one is punished for making a genuine complaint

Usually, the sooner we hear about a problem the easier it is to settle. Pupils should tell someone as soon as possible. Your Tutor or Head of Year are always available to hear your problems, or if the problem is in the Boarding House, then speak to one of the boarding staff. If you are not comfortable with making a complaint about a teacher, then ask your parents to do it. We will then:

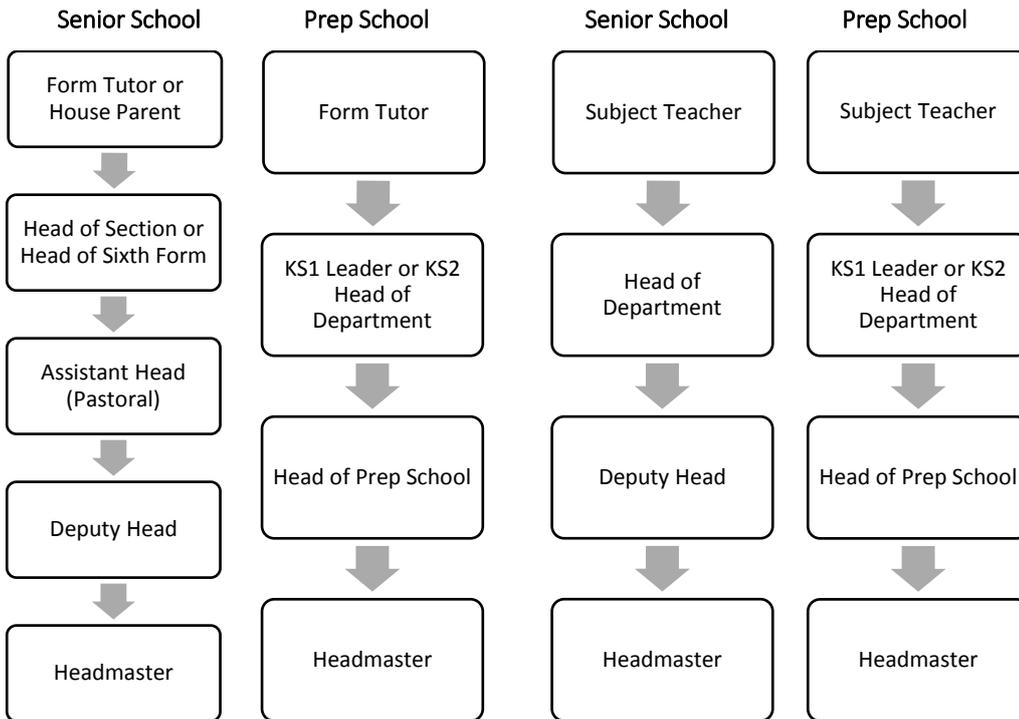
- Ask you about your problem. We may ask you to record it in writing
- Talk to anyone else involved. We may ask them to make a written statement
- Let you know what has happened

If you are not happy with the outcome, then you should ask your Head of Section or the Head of Boarding who you should talk to about it.

**APPENDIX 4: Responsibilities in dealing with concerns**

for a pastoral concern

for an academic concern



## 6 Document information

Version Number	3
Reason for Version Change	Updated policy to include number of complaints received.
Name of owner/author	José Picardo
Name of individual/department responsible	Cliff Canning, Headmaster
Target Audience	Public
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