

## **Complaints Procedure For Parents**

If you have any concerns about any aspect of your child's life at the school, please contact a appropriate member of staff as soon as possible. We welcome comments and suggestions from parents, and take seriously complaints and concerns, may they arise.

### **Rossall wishes to ensure that:**

- Staff, Boarders and Parents wishing to raise concerns know how to do so.
- We respond to complaints promptly and in a courteous and efficient way.
- Staff, Boarders and Parents realise we listen and take complaints seriously.
- We take action where appropriate.
- A complaint will not lead to repercussions for the pupil.
- Your complaint will be treated in a confidential manner and with respect

### **Informal resolution:**

- For a minor issue, please contact the relevant teacher or tutor
- For a more serious concern, the Houseparent or the Head of the ISC, the Head of Junior School or the Head of Year in the Middle School is the appropriate person to contact.
- For concerns about the curriculum, please contact the Director of Studies.
- For any pastoral or disciplinary concerns, please contact the Deputy Head.
- For matters regarding finance, fees and non-academic services please contact the Bursar.

If you feel that a complaint has not been dealt with properly by a member of staff, please contact the Deputy Head.

### **Formal Resolution**

If you remain unhappy, please contact the Headmaster. This should be done in writing. The Headmaster will conduct a full investigation of the complaint and may interview any members of staff or pupils involved. You will receive a written response to your complaint. The Headmaster may ask to meet you at a mutually convenient time, normally within five days of receiving the complaint, for a discussion of the problem.

The Headmaster will keep written records of all meetings and interviews held in relation to the complaint. Once the Headmaster is satisfied that, as far as practicable, all of the relevant facts have been established, a decision will be made and parents will be informed of this decision in writing.

## **Panel Hearing**

If you are not satisfied, the Headmaster will offer to refer the matter to the Chair of Council, Mr Steve James. He will refer the matter to a Complaints Panel for consideration. This will consist of at least three persons not directly involved in matters detailed in the complaint. The panel will be appointed by the Chair of the Council and will include a member independent of the management and running of the School. A hearing will be scheduled within 10 days. You can write to him in confidence c/o the Bursar who is Clerk to the Council.

If the panel deems it necessary, it may require further particulars of the complaint to be supplied in advance of the hearing. Copies of such particulars shall be supplied by 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 representatives will not normally be appropriate.

If possible the panel will resolve the complaint immediately. If further investigation is needed, the panel will respond within five days. The panel will write to the parents informing them of their decision and the reasons for it. The decision will be final. The panel's findings and, if any, recommendations will be sent in writing to the parents, the Headmaster, the Chair of Council and where relevant, the person to whom the complaint refers. The whole complaints procedure will not exceed 28 days.

A written record of all complaints is kept for 3 years as well as an indication of whether they were resolved at a preliminary stage or if they proceeded to a panel hearing. 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 school's inspection; or where any other legal obligation prevails.

## **Contact Details**

**Ofsted:** Parents of boarders can contact Ofsted by dialling 08456 014772 if they want to make a complaint or have a concern about the care of their children at the school. Office hours are 08.00 to 18.00. Alternatively boarders and their parents can write to: Ofsted, Royal Exchange Buildings, St Ann's Square, Manchester, M2 7LA

**Independent Schools Inspectorate:** Parents of pupils in the nursery or infants (EYFS) can contact the ISI if they wish to make a complaint by dialling 020 7600 0100. Alternatively parents can write to: Independent Schools Inspectorate, CAP House, 9 - 12 Long Lane, London, EC1A 9HA

**Date of policy: September 2009**

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