



**COMPLAINTS POLICY**  
**AND PROCEDURE**

Written by:	Second Master
Date:	September 2018
Review Date:	September 2019
Person responsible for review:	Second Master

AMDG

## Complaints Procedure

Stonyhurst has long prided itself on the quality of the teaching and pastoral care provided to its pupils. We welcome suggestions and comments from parents and take seriously any concerns you may have. These will be treated in a professional and appropriate manner in accordance with this procedure.

### Stage 1

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/class teacher. In many cases, the matter will be resolved straightaway by this means to the parents' satisfaction. If the Tutor/class teacher cannot resolve the matter alone, it may be necessary for him/her to consult with a Head of Department or Head of Playroom before responding to you.
- Complaints made directly to a Head of Department, Head of Playroom, Pastoral Head, the SMH Head of Boarding or one of the Deputy Heads may be referred to the relevant tutor unless the recipient of the complaint deems it appropriate for him/her to deal with the matter personally.
- The recipient of a complaint 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 five term time working days or in the event that the Tutor 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

- If the complaint cannot be resolved as set out above, then the parents should put their complaint in writing to the Headmaster. The Headmaster will decide, after considering the complaint, the appropriate course of action to take.
- The Headmaster will respond to the parents within 6 term time working days of receiving the complaint. If possible, a resolution will be reached at this stage. For the purposes of this policy, term time working days are defined as Monday to Saturday during the standard school terms.
- It may be necessary for the Headmaster to carry out further investigations.
- The Headmaster will keep written records of all meetings and interviews held in relation to the complaint.
- Once the Headmaster 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 Headmaster will also give reasons for his/her decision.

Parents will be notified of the outcome of an investigation within 28 term time working days of receiving the complaint.

- If parents are still not satisfied with the decision, they should proceed to Stage 3 of this procedure.

### **Stage 3**

If parents seek to invoke Stage 3 (following a failure to reach an earlier resolution), they will be referred to the Chairman of Governors who may call a hearing of a Complaints Panel.

The matter will then be referred to a 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 Chairman of Governors, on behalf of the Panel, will then acknowledge the complaint and schedule a hearing to take place as soon as practicable and normally within 14 term time working 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 term time working 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. This process should be completed within 7 term time working 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 Headmaster, and the Chair of Governors and, where appropriate, the person complained about.

A written record will be kept of all complaints, the stage at which they were resolved, their outcomes and any action taken by the school as a result of the complaint, whether the complaint was upheld or not. These records will be kept for at least three years, and are available on the school premises for inspection by the governors and the Headmaster. These records demonstrate which complaints relate to boarders. The record of complaints will be made available to ISI / Department for Education on request.

The number of stage 3 formal complaints received by Stonyhurst (including Stonyhurst St. Mary's Hall) in 2017/18 was 1.

Written complaints relating to the fulfilment of the EYFS requirements will always be investigated, and the complainant notified of the outcome within 28 term time working days. EYFS complaints will be kept for a minimum of three years.

If parents believe the school is not meeting the EYFS requirements, or wish to raise any other matter, they may contact the DFE and / or ISI at the following addresses:

Department for Education  
Tel: 0370 0002288  
Website: [www.gov.uk/contact-dfe](http://www.gov.uk/contact-dfe)

ISI  
Cap House  
9-12 Long Lane  
London EC1A 9HA  
Tel: 0207 600 0100  
Email: [info@isi.net](mailto:info@isi.net)

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 32 of the Independent School Standards Regulations September 2018, where disclosure is required in the course of the school's inspection; or where any other legal obligation prevails.

LDS

