

## PARENTS' COMPLAINTS PROCEDURE

1. The School aims to provide the best service that it reasonably can for its pupils and parents. However, inevitably, there will be occasions when issues of concern may arise. The School will usually try to resolve these informally but understands that this may not always be possible. It is the intention of the School to provide a response to any complaint within one week of the initial contact with the parent or other complainant (afterwards referred to as 'the parent'). Any information provided as a result of a complaint being raised is subject to the School's Confidentiality Policy.
2. The School's Complaints policy is on the School's website and is also available to parents on request. If a parent has a complaint about the School he or she should, in the first instance, contact their child's tutor. He or she will conduct an initial investigation and, if necessary, contact more senior staff if this is felt to be necessary.
3. If the initial response is not felt to be satisfactory, the parent should write to the relevant Head of Section or relevant Head of Department or Faculty. He or she will undertake a further investigation and will contact the parent within one week. A parent may request that the issue be re-examined by another senior member of staff if he or she feels that a second opinion is required.
4. If this does not prove to be satisfactory to the parent concerned, the complaint will be referred to one of the two Deputy Heads and/or the Head Master. Any complaint about the Head Master should normally be referred directly to the Chairman of Governors.
5. If there is no satisfactory outcome after the Head Master has made a full investigation, the parent should write directly to the Chairman of Governors and he will convene the Governing Body's Complaints Appeal Panel as soon as reasonably practicable and normally within twenty-days of receipt. However, the Head Master will normally have discussed complaints with the Chairman of Governors before making a decision. The Governing Body may nominate a number of members with delegated powers to hear complaints at this stage. The panel will consist of at least two governors. They will have no detailed prior knowledge of the nature of the complaint and together with a representative from Global Mediation or similar body, acting as an independent assessor and facilitator, will aim to resolve the complaint and achieve reconciliation between the parent and the School. However, it has to be recognised that the parent may not be satisfied with the outcome of the appeal panel and it may only be possible to establish the facts and make recommendations that will satisfy the parent that his or her complaint has been given a fair hearing.
6. The Clerk to the Governors will set the date, time and venue of the hearing, ensuring that these are convenient to all parties and that the venue and proceedings are accessible. Relevant information will be sent to all parties at least five days before the hearing.
7. The hearing will be held in private and it is recognised that many may feel nervous about the procedure. Every effort will be made to put individuals at their ease and to ensure that the proceedings are as welcoming as possible. Particular care will be taken if any of the pupils in the School are involved at this stage. The parents may attend the hearing and be accompanied to the hearing by one other person if they wish. This may be a relative, teacher or friend. Legal representation will not normally be appropriate. The Head Master may question both the parent and other witnesses after each has spoken. The Head Master will then state the School's case and the parent may

## **KING EDWARD VI SCHOOL, SOUTHAMPTON**

---

question the Head Master and any other witnesses. The panel may ask questions at any point. The parent and the Head Master will be invited to sum up the nature of the

complaint at the end of the proceedings and then both parties will leave the panel to confer and to take its decision. The Clerk to the Governors will take minutes of the

8. hearing. A copy of any findings and recommendations will be sent by electronic mail or otherwise given to all parties including, where relevant, the person who is the subject of the complaint, within a given period of time, normally no longer than a week. A copy will also be available for inspection on the school premises by the Chair of Governors and the Head Master.
9. The decision of the Governing Body's Complaints Appeal Panel is final.
10. A written record is kept of all complaints detailing whether they have been resolved at the preliminary stage or proceeded to a panel hearing. All correspondence, statements and records relating to individual complaints are kept confidential except where the Secretary of State or a body conducting an inspection under section 163 of the 2002 Act requests access to them.