



Complaints

National Minimum Standards

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18.1 The school has, and follows, an appropriate policy on recording and responding to complaints that is compliant with the relevant regulatory standards.

- Complaint Policy: Complaints Procedure
 - Document: Complaints
- Allegations against staff / adults policy

18.2 The school's written record of complaints identifies those complaints relating to boarding provision, and action taken by the school as a result of those complaints (regardless of whether they are upheld).

- Complaints folder

COMPLAINTS POLICY

1. Complaints may be received from a wide spectrum of sources about the activities of staff. The purpose of this procedure is to ensure that complaints are dealt with quickly and appropriately, and to ensure fairness for all concerned.

2. All complaints made by boarders or parents of boarders must be referred to the Director of Boarding in the first instance. Complaints from one member of staff about another may be dealt with through the Grievance Procedure or the Code of Conduct or alternatively 'allegations against adults' depending on the nature of the complaint. All complaints will be referred to the Headteacher/SLT for further action by the Director of Boarding.

3. Any complaint of alleged child abuse must be dealt with and recorded in accordance with the safeguarding procedure/allegations against adults.

4. All other complaints, regardless of their substance, will be investigated and responded to promptly. There may be complaints which the Headteacher can immediately assess as unjustified and respond to without further investigation. No credence will be given to complaints made anonymously.

5. In most cases, however, it will be necessary for the circumstances to be investigated, and for the member of staff's version of events to be heard before the complaint is responded to.
6. Although it will sometimes be necessary for investigation to be undertaken by the Headteacher in person, it will often be appropriate for another senior member of staff, as delegated by the Headteacher, to undertake initial investigation. Where an allegation of gross misconduct is made, it may be necessary to suspend the member of staff while investigations are undertaken.
7. If boarders are to be interviewed formally as part of an investigation, parents or guardians will normally be contacted beforehand. Notes will be kept of any interview and signed written statements will be obtained where possible. Copies of these will be kept in the boarder's personnel file.
8. The member of staff will be given a clear statement of the nature and detail of the complaint. In normal circumstances, a copy of any letter of complaint or relevant extracts will be given to the member of staff. It will not always be appropriate to disclose to the member of staff the name of a boarder or parent who has made a complaint.
9. In addition to initial discussions, the member of staff will be given time to produce a considered response, either oral or in writing, and to consult her/his professional association or trade union if necessary. A written record of any investigatory meeting will be kept.
10. If the complaint proves to be unfounded, the outcome will be retained on the member of staff's personal file for a period of two years, but any letters and related investigatory reports will be removed. If relevant, boarders' records will be amended to record the outcome.
11. If the Headteacher is satisfied that there is a case to answer, the disciplinary or capability procedure will be invoked as appropriate.
12. Should a complaint be upheld, parents or boarders will not be informed of the level of disciplinary action taken.
13. Parents who are dissatisfied with the Headteacher's response may refer the matter to the Chair of the Governing Body. This decision will be final.
14. If a complaint relates to the Headteacher, it will be referred to the Chair of Governors, who will either investigate in person, or arrange for an investigation to be undertaken by another appropriate person, in accordance with the above procedures.
15. The School will keep a record of complaints made