



MOUNT

ST MARY'S | BARLBOROUGH HALL

175

COMPLAINTS PROCEDURE

ISI Regulatory Code – A14

Policy written by: Deputy Head

Policy Responsibility: SLT & KS2, KS1 & Early Years Coordinators

Policy Date: October 2016

Ratification from Governors:

This Policy is for Mount St Mary's College & Barlborough Hall School

Linked Policies: Admissions, Safeguarding

Review date: October 2017

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Complaints Policy (for Parents with Pupils at Mount St Mary's College and Barlborough Hall School)

1. Introduction

- 1.1 This policy sets out the details of a three-stage process in which the College and School handles complaints from parents with current children at Mount St Mary's College and Barlborough Hall School. The policy does not apply to parents of prospective parents but does apply to past pupils if the complaint was initially raised when the pupil was still registered. This policy does not cover exclusions.
- 1.2 The College and School does not distinguish between concerns and complaints. As a parent of a pupil at the College, if you are unhappy and seek action, then get in touch.
- 1.3 A copy of the current Complaints Policy is available through the College or School website. A hard copy can be made available by contacting Headmaster's Reception on 01246 810511 during normal office hours.
- 1.4 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 policy.
- 1.5 We follow a 3 stage complaints process ¹

2. Informal

- 2.1 It is hoped that most complaints and concerns will be resolved quickly and informally.
- 2.2 If parents have a complaint they should normally contact their child'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 an Academic Subject Leader, Head of Line or Key Stage Coordinator before responding to you.
- 2.3 Complaints made directly to a member of staff, Key Stage Coordinator or the Deputy Head may be referred to the relevant staff Prefect of Studies or Deputy Head deems it appropriate for him/her to deal with the matter personally.
- 2.4 Should the matter not be resolved within seven working days (allowing for school holidays) 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 Formal (preliminary stage) of this policy.²

¹ Meets ISSR September 2016 Part 7 Serial 406

² Meets ISSR September 2016 Part 7 Serial 409

3. Formal (Preliminary Stage)

- 3.1 If the complaint is more serious, (e.g. a complaint about a member of staff), the parent does not feel that an informal complaint has been handled satisfactorily or the parents wish the complaint to be considered in a formal manner, then the parents should put their complaint in writing to the Headmaster or Headteacher. The Headmaster or Headteacher will decide, after considering the complaint, the appropriate course of action to take.
- 3.2 The Headmaster or Headteacher will respond to the parents within seven working days of receiving the complaint. If possible, a resolution will be reached at this stage.³
- 3.3 It may be necessary for the Headteacher to carry out further investigations.
- 3.4 The Headmaster or Headteacher will keep written records of all meetings and interviews held in relation to the complaint.
- 3.5 Once the Headmaster or Headteacher 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 or Headteacher will also give reasons for his/her decision. Notwithstanding holiday periods parents will be notified of the outcome of an investigation within 28 working days of receiving the complaint (allowing for school holidays).⁴
- 3.6 If parents are still not satisfied with the decision, they should proceed to the Formal (Complaints Panel Hearing) part of this policy.

4. Formal (Complaints Panel Hearing)

- 4.1 Following a failure to reach an earlier resolution if parents seek to invoke a formal Panel Hearing they should write to the Chair of Governors.
- 4.2 The Chair of Governors can be contacted by writing to:
Fr Adrian Porter
Chair of Governors
Mount St Mary's College
College Road
Spinkhill
S21 3YL
- 4.3 The matter will then be referred to a Complaints Panel for consideration. The Panel will consist of at least three people not directly involved in the matters detailed in the complaint, one of whom shall be independent of the management and running of the school.⁵ Each of the Panel members shall be appointed by the board of governors. The Chair of Governors, on behalf of the Panel, will then acknowledge the complaint and schedule a hearing to take place as soon as practicable and within 14 working days. (allowing for school holidays)⁶

³ Meets ISSR September 2016 Part 7 Serial 409

⁴ Meets ISSR September 2016 Part 7 Serial 409

⁵ Meets ISSR September 2016 Part 7 Serial 412

⁶ Meets ISSR September 2016 Part 7 Serial 409

- 4.4 If the Panel deems it necessary, it may require that further information 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 days prior to the hearing.
- 4.5 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.
- 4.6 If possible, the Panel will resolve the parent's complaint immediately without the need for further investigation.
- 4.7 Where further investigation is required, the Panel will decide how it should be carried out. (allowing for school holidays) The Panel will write to the parents informing them of its decision and the reasons for it.⁷
- 4.8 The decision of the Panel will be final.
- 4.9 The Panel Hearing provides for the panel to make findings and recommendations and stipulates that a copy of those findings and recommendations is:
- 4.9.1 Provided to the complainant and, where relevant, the person complained about
- 4.9.2 Available for inspection on the school premises by the Chair of Governors and the Headmaster.
- 4.9.3 Provides for a written record to be kept of all complaints made where a parent is not satisfied with the response to the complaint and whether the matter is resolved following a formal procedure, or proceed to a panel hearing; and action taken by the College as a result of these complaints (regardless of whether they are upheld).
- 4.9.4 Provides that correspondence, statements and all records relating to individual complaints are to be kept confidential except where the Secretary of State or a body conducting an inspection under section 108 or 109 of the 2008 Act requests access to them.⁸
- 4.10 Parents can make a complaint to ISI, whose contact details are:
Independent Schools Inspectorate
CAP House
9-12 Long Lane
London
EC1A 9HA info@isi.net
020 76000100
- 4.11 Parents of boarders who have a complaint about welfare (not education) can contact the National Care Standards Commission.
- 4.12 The College will provide ISI, on request, with a written record of all complaints made during any specific period, and the action which was taken as a result of each complaint. In the same way complaints regarding the fulfilments of the EYFS requirements are recorded but in a separate section.
- 4.13 During the academic year 2015–2016 there were no complaints registered under the formal procedure for Barlborough Hall School. During the academic year 2015 – 2016 the one complaint registered under the formal procedure for Mount St Mary's College was resolved.

⁷ Meets ISSR September 2016 Part 7 Serial 409

⁸ Meets ISSR September 2016 Part 7 Serial 413

