

BRYANSTON SCHOOL

COMPLAINTS AND APPEALS PROCEDURE

For pupils:

Pupils should follow the suggestions laid out in the "Useful Information" document. If the concern is not resolved, then a pupil should ask his/her parents to follow the procedure given below.

For parents:

Informal resolution

It is hoped that all complaints and concerns will be resolved as early and as informally as possible. If parents have a concern or a complaint they should normally first contact the Hsm who may be able to resolve the concern at that point. The Hsm may, in conjunction with the Tutor, need to consult a subject teacher/the Head of Department/the Director of Studies if there is an academic concern or the Second Master if it is a concern about boarding/pastoral care, a school punishment or other matters. The Hsm will make a written record of all concerns and complaints and the date on which they were received. The Head may be involved in informal resolution of concerns if this is felt appropriate, depending on the seriousness or urgency of the concern in question.

Should the matter not be resolved within a reasonable period of time, or in the event that the Hsm and the parent fail to reach a satisfactory solution, then parents will be advised to proceed with their complaint in accordance with the Formal Resolution procedure.

Formal Resolution

If the concern or complaint cannot be resolved on an informal basis, then parents should put their concern in writing to the Head. The Head will decide, after considering the complaint, the appropriate course of action to take. The Head may ask to meet with the parents or the parents ask to see the Head to discuss the matter and if so, this will normally be within 14 days of receiving the complaint. If possible, a resolution will be reached at this stage. It may be necessary to carry out further investigations, for example where there are other parties involved. Written records will be kept of meetings and interviews held in relation to the complaint.

Once the Head is satisfied that all of the relevant facts have been established, a decision will be made and parents will be informed of this decision in writing. The Head will also give reasons for the decision. If parents are still not satisfied, they should move to the Independent Resolution procedure.

Independent Resolution

This stage of the Appeals Procedure will only be necessary if the matter has not been resolved at the two stages referred to above. If this stage has been reached, parents should write to:

The Clerk to the Governors
Bryanston School
Blandford Forum
Dorset
DT11 0PX

A Committee consisting of two Governors and one person not concerned with the management of the School will be convened to hear the concern. The Chairman of the Committee will be nominated by the Chairman of Governors and the composition of the Committee will be determined by the Chairman of Governors, together with the Chairman of the Appeals Committee. The Chairman of the Appeals Committee will acknowledge the receipt of the letter of concern and schedule a meeting to take place as soon as practicable and normally within 28 days.

Parents may be accompanied to this meeting by their son/daughter and a friend. If possible, the Committee will resolve the parents' concern immediately without the need for further investigation.

Where further investigation is required, the Committee will decide how to carry out the investigation. After due consideration of all the relevant facts, the Committee will make a decision. The Committee will write to the parents informing them of its decision and the reasons for it. The decision of the Committee will be final.

Parents can be assured that all concerns and complaints will be treated seriously and confidentially. Furthermore, all decisions will be made impartially and within a reasonable time.