

BRYANSTON

COMPLAINTS PROCEDURE

I Introduction

Bryanston has long prided itself on the quality of the teaching and pastoral care provided to its pupils. As such should there be any general questions about either a child's welfare or academic progress, then parents should not hesitate to raise these concerns directly with either the Hsm or Tutor.

However, if parents do have a complaint, they should follow the complaints procedure, which will be made available to all parents of pupils, both on the school's website and in school. The School will ensure that parents of pupils who request it are made aware that this document is published and available and the form in which it is published and available. The policy applies to past pupils if the complaint was raised when the pupil was still registered.

The complaints procedure will be invoked if a complaint is made expressing dissatisfaction with a real or perceived problem. It may be made about any matter or the school as a whole, about a specific department or about an individual member of staff. A complaint is likely to arise if a parent believes that the school has done something wrong or failed to do so something that it should have done or acted unfairly.

In accordance with paragraph 32(1)(b) of Schedule 1 to the Education (Independent School Standards) Regulations 2014. Bryanston will make available to parents of pupils and past pupils registered at the time of the complaint and provide, on request, to the Secretary of State or and independent inspectorate details of the complaints procedure and the number of complaints registered under the formal procedure during the preceding school year.

If the complaint centres on a decision taken by the Head, then the complaint should be dealt with under the Formal Resolution stage of the procedure.

A written record will be kept of all written complaints received and whether they are resolved under Stage 2 or 3. The School had one Stage 3 complaint to resolve in the last academic year.

Parents can be assured that all concerns and complaints will be treated seriously and confidentially. Actions are taken and relevant lessons learnt in all cases, whether or not a formal complaint is upheld. You can be assured that your child will not be penalised for a complaint that you or your child raises in good faith. The school has a separate child complaints policy which can be made available on request.

2 Stage 1 – Informal Resolution

It is hoped that all complaints will be resolved as early and as informally as possible.

If parents have a complaint they should first contact the Housemaster / Housemistress ("Hsm"), clearly stating the grounds for complaint, who may be able to resolve the complaint without further reference. If there is an academic complaint, the Hsm may, in conjunction with the Tutor, need to consult a subject teacher, the Head of Department and the Deputy Head Academic. If it is a complaint about boarding/pastoral care, a school punishment or other matters the Hsm may need to consult the Head Pastoral, Head Boarding or Second Master.

The Hsm will acknowledge a complaint in no later than 5 working days if received during term time and 10 working days during holiday periods. Full resolution of a complaint under Stage 1 should be achieved in no more than 28 working days at any time and communicated to parents by the Hsms.



Should the matter not be resolved in accordance with the timeframe above, or in the event that the Hsm and the parent fail to reach a satisfactory solution, then parents will be advised that they may wish to proceed with their complaint in accordance with the Formal Resolution procedure. Parents have 14 days from the completion of the Stage 1 to raise the complaint to Stage 2.

3 Stage 2 – Formal Resolution

If the complaint cannot be resolved on an informal basis, or if it centres on a decision taken by the Head, then parents should put their complaint in writing formally, to the Head, clearly stating the grounds for their complaint.

The Head will acknowledge a formal written complaint in no more than 5 working days if received during term time and 10 working days during holiday periods. The PA to the Head will make a record of any formal written complaint. Full resolution of a complaint under Stage 2 should normally be achieved in no more than 28 working days at any time. Should this 28-day timeframe look as though it may be exceeded the Head will communicate with parents an amended timescale.

The Head will decide, after considering the complaint, the appropriate course of action to take. It may be necessary for the Head to carry out further investigations. Written records will be kept of meetings and interviews held for the purpose of carrying out further investigations in relation to the complaint.

Once the Head is satisfied that all of the relevant facts have been established, a decision will be made, in accordance with the timeframe above, 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, the complaint may go to Stage 3. Parents have 14 days from the completion of the Stage 2 to raise the complaint to Stage 3.

If the complaint is against the Head, the Chairman of Governors will call for a full report from the Head and for all the relevant documents. The Chairman may also call for a briefing from members of staff, and will in most cases, speak to or meet with the parents to discuss the matter further. Once the Chairman is satisfied that, so far as is practicable, all of the relevant facts have been established, the parents will be informed of the decision in writing. The Chairman will give reasons for his/her decision.

4 Stage 3 – Panel Resolution

This stage of the Complaints Procedure will only be necessary if the matter has not been resolved, by the two stages referred to above, to the satisfaction of either the School or the parent.

If the School initiates this third stage, then the Clerk to the Governors will write to the parents, clearly stating the School's position.

If the parents choose to initiate this course of action, they should write, clearly stating the grounds for their appeal to:

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

The Clerk to the Governors will acknowledge the requests for an appeal panel within 5 working days and write to that effect to the parents, he/she will arrange for a meeting of the School's Complaints Committee to be convened, as soon as is practicable and normally within 28 working days of this acknowledgement, to hear and decide upon the complaint.



The Complaints Committee will consist of two Governors and one person not concerned with the management and running of the School. All panel members will not be directly involved in the matters detailed in the complaint. The Chairman of the Complaints 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 Complaints Committee.

Provided that the Clerk to the Governors has been advised of the intention to do so, and appropriate notice has been given, parents may be accompanied to this meeting. Legal representation will not normally be appropriate.

If possible, the Committee will resolve the parents' concern 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 facts they consider relevant, the Committee will make findings and may make recommendations.

After the meeting, the Chairman of the Complaints Committee will write within 5 working days to the parents on behalf of the Committee informing them of the Committee's decision, the reasons for it and of any recommendations (if any) made. The Clerk to the Governors will, where relevant, also send a copy of the panel's finding to the person about whom a complaint has been made. The findings will be held by the Clerk to the Governors and made available to the Head or Chairman of Governors if required.

The decision of the Committee will be final.

5 Timeframes

All complaints will be handled seriously and sensitively. They will be acknowledged within 5 working days if received during term time and as soon as practicable during holiday periods. It is in everyone's interest to resolve a complaint as speedily as possible: the School's target is to complete any stage of the procedure within 28 working days. Stage 3, the Panel Hearing, will be completed within a further 28 working days. Please note that, for the purposes of this procedure, working days refers to weekdays (Monday to Friday) during term time, excluding bank holidays.

6 Recording of Complaints

The school will keep a written record of all complaints from Stage 2, and record at which stage resolution was achieved, and what action the school has taken. The written record of complaints specifically identifies those complaints relating to boarding provision and the actions taken by the school as a result of these complaints. The school will ensure that 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 108 or 109 of the Education Act 2008 requests access to them.

At the school's discretion, additional records may be kept which may contain the following information:

- Date when the issue was raised
- Name of parent
- Name of pupil
- Description of the issue
- Records of all the investigations (if appropriate)
- Witness statements (if appropriate)
- Name of member (s) of staff handling the issue at each stage
- Copies of all correspondence on the issue (including emails and records of phone conversations)

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