

Complaints Procedure for Parents

Haileybury is committed to a continuous programme of rigorous self-evaluation in order to make the best possible provision for the pupils entrusted to the school's care. Parental feedback therefore is much to be welcomed. Where the school's policies, or the implementation of them, are open to criticism parents must be able to express a formal complaint without fear or favour, provided only that it is addressed in a constructive tone and spirit.

Often concerns are addressed informally and they are dealt with entirely satisfactorily on that basis. Nothing in this document is intended to inhibit the informal free flow of information and comment between parents and the various responsibility holders within the school.

Such informal complaints should be addressed in the first instance to the relevant responsibility holder. Housemasters and Housemistresses will advise if necessary who the relevant responsibility holder is.

The responsibility holder, having duly considered the issue and acted on it at his or her discretion, will then notify the parent in writing, within one month of receiving the complaint, confirming that the matter has been investigated and confirming what action has been taken in the light of the concern.

Formal complaints

- 1 If, after following the procedure outlined above, the parent remains dissatisfied, he or she should next approach the Master, setting out the complaint formally, in writing. The complaint will be acknowledged within three days of its receipt.

A formal complaint to the Master should commence with the parent briefly setting out in writing the concern together with a statement as to why it is believed that the investigation and or action taken at a lower level was unsatisfactory.

- 2 The Master will instigate an investigation of the matter, independently of conclusions arrived at an earlier stage. The outcome of this investigation will be communicated to parents in writing within one month of the matter coming to the Master's attention.
- 3 If parents remain dissatisfied then they may bring their concern to the Governors of the school, the Haileybury Council. Access to Council is through the Clerk to the Council, the Bursar. The Clerk to the Council will inform the Chairman of Council that a complaint has been raised with Council. Council will ordinarily appoint three members who have had no previous involvement to consider the issue and to resolve it. One of those persons shall be independent of the management and the running of the school. Parents may be accompanied at this Panel Hearing if they so wish. The Clerk to Council will communicate that final decision to the various parties within one month of the matter being raised with Council.
- 4 A written record will be kept of all formal complaints whether resolved at the preliminary stage or at a panel hearing. All correspondence, statements and records will be kept confidential.

Contact information for Ofsted is as follows:

Ofsted National Business Unit, Royal Exchange Building, St Anne's Square, Manchester M2 7LA

Helpline: 08456 404040 or 08456 014772 if you want to make a complaint or have a concern about any service for children and young people (08.00 to 18.00)

Website: www.ofsted.gov.uk/parents