



Haileybury
International Summer School

Haileybury International Summer School Complaints Policy

Policy date:	March 2026
Date of next review:	March 2027
Owner:	Chief Financial and Operations Officer
Leadership Team:	Operations Leadership Team (OLT)
Intended audience:	Summer School Pupils, Parents, Staff
Location:	Summer School Website and Summer School Staff Handbook

1. Purpose and scope of the policy

- 1.1 We are committed to providing the highest level of customer care at Haileybury International Summer School ('Summer School'). If you do have a complaint or concern, please report this as indicated below.

2. You may wish to talk to someone

- 2.1 If you have a concern or a worry, remember you have close friends who may be able to help or just an older boy or girl to whom you may feel you can comfortably talk. Your House Parent is always ready to help, or any member of staff you know.
- 2.2 There may be times when you feel you cannot talk with a staff member – this is perfectly all right and natural. You can talk to, telephone or write to any of the following:
- Your parents
 - The Haileybury Child Protection Team: 07384 254 505
 - Office of the Children's Commissioner: 0800 528 0731

3. Stage 1 - Informal complaint or concern

- 3.1 It is hoped that most concerns will be resolved quickly and informally. Sometimes you may feel that you would like to make a complaint about something that is worrying you. This might be about how you are being treated. The first thing you should do is speak to any member of staff you can trust, such as your House Parent. You can take someone with you if you wish - another pupil, an older pupil or another member of staff.
- 3.2 It is important for you to remember that whenever you are discussing a concern in this way, you can have your Pupil Support Staff or a friend with you when you are talking with the Director of Studies or other staff member.
- 3.3 An informal complaint can initially be in writing, by telephone or in-person to the Director of Studies or the appropriate member of Summer School staff or the House Parent. Depending on the nature of the complaint, they may suggest that another Summer School staff member would be better placed to deal with it (see the list below for examples of "Responsibility Holders").

Responsibility Holders:

If your complaint is related to:	Please contact:
Your child's accommodation, lessons, activities, the pastoral support of the School or any form of bullying or harassment	The Director of Studies
The arrangements in House	The House Parent

- 3.4 The Responsibility Holder will make a written record of the concern, the date, and the name of the pupil and parents and will attempt to resolve the matter by telephone, email, or in person. If the matter is not resolved within two weeks or a satisfactory resolution is not met, parents will be advised to proceed to Stage 2.

4. Stage 2 – Formal complaint

- 4.1 If the matter cannot be resolved on an informal basis, then the parents should state their

concerns in the form of a formal complaint in writing to the Commercial Operations Director, who will decide, after reviewing the complaint, the appropriate action to take.

- 4.2 It may be necessary for the Commercial Operations Director to carry out further investigations.
- 4.3 Written records of all meetings and interviews relating to the complaint will be kept.
- 4.4 Once the Commercial Operations Director 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. Reasons will be given for the decision.

Version history		
Date	Reviewed by	Notes
August 2021	Summer School Director	New policy
April 2024	Summer School Director and Commercial Operations Director	Reviewed
May/ June/ September 2025 March 2026	Commercial Operations Coordinator Summer School Operations Manager Commercial Operations Director	Reviewed and updated
March 2026	Operations Leadership Team	Reviewed and approved