

## Policy: Complaints

### Complaints procedure

#### Introduction

Queen Margaret's School has long prided itself on the quality of the teaching and pastoral care provided to its pupils. However, if parents do have a complaint, they can expect it to be dealt with by the school in accordance with this procedure. This complaints procedure applies to parents of former pupils if the complaint was raised initially while the pupil was still registered at the school.

Queen Margaret's makes its complaints procedure available to all parents of pupils and to parents of prospective pupils by it being on the school's website and available from the Head's PA during the day.

In accordance with paragraph 32(1) (b) of Schedule 1 to the Education (Independent School Standards) Regulations 2014, Queen Margaret's will make available to parents of pupils and of prospective pupils and provide, on request, to the Chief Inspector, the Secretary of State or an independent inspectorate, details of the complaints procedure and the number of complaints registered under the formal procedure during the preceding school year.

#### Examinations

Queen Margaret's School has a Complaints and Appeals Procedure (Examinations 2017/2018). This covers general complaints regarding the centre's delivery or administration of a qualification.

### What Constitutes a Complaint?

A complaint is an expression of dissatisfaction with a real or perceived problem. It may be made about the school as a whole, about a specific department or about an individual member of staff, and any matter about which a parent is unhappy and seeks action by the school is within the scope of this procedure. A complaint is likely to arise if a parent believes that the school has done something wrong, failed to do something that it should have done or has acted unfairly.

Parents can be assured that all concerns and complaints will be treated seriously and confidentially. The school is here for your child and you can be assured that your child will not be penalised for a complaint that you raised in good faith.

### Three Stage Complaints Procedure

#### Stage 1 - Informal Resolution

- It is hoped that most complaints and concerns will be resolved quickly and informally.
- If parents have a complaint they should normally contact their daughter's tutor or housemistress. In many cases, the matter will be resolved straightaway by this means to the parents' satisfaction. If the tutor or housemistress cannot resolve the matter alone it may be necessary for him or her to consult a more senior member of staff.
- Complaints made directly to more senior members of staff will usually be referred to the pupil's tutor or housemistress unless the more senior member of staff deems it appropriate to deal with the matter personally.
- The tutor or housemistress will make a written record of all concerns and complaints and the date on which they were received. Should the matter not be resolved within 5 working days or in the event that the tutor or housemistress and the parent fail to reach a satisfactory resolution then parents will be advised to proceed with their complaint in accordance with stage 2 of this procedure.
- If, however, the complaint is against the Head, parents should make their complaint directly to the Chairman of Governors.

#### Stage 2 - Formal Resolution

- If the complaint cannot be resolved on an informal basis then the parents should put their complaint in writing to the Head. The Head will decide, after considering the complaint, the appropriate course of action to take.

- In most cases, the Head will meet/speak to the parents concerned, within 5 working days of receiving the complaint, to discuss the matter. If possible, a resolution will be reached at this stage.
- It may be necessary for the Head to carry out further investigations.
- The Head will keep written records of all meetings and interviews held in relation to the complaint.
- Once the Head 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 Head will also give reasons for her decision.
- 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 her decision.
- If parents are still not satisfied with the decision, they should proceed to Stage 3 of this procedure.

### Stage 3 - Panel Hearing

- If parents seek to invoke Stage 3 (following a failure to reach an earlier resolution) they will be referred to the Clerk to the Governors who has been appointed by the Governors to call hearings of the Complaints Panel.
- The matter will then be referred to the Complaints Panel for consideration. The Panel will consist of three persons not directly involved in the matters detailed in the complaint and one of whom shall be independent of the management and running of the school\*. The Clerk to the Governors, on behalf of the Panel, will then acknowledge the complaint and schedule a hearing to take place, normally within 25 working days.
- If the Panel deems it necessary, it may require that further particulars 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 5 working days prior to the hearing.
- The parents may attend the hearing and be accompanied to the hearing by one other person if they wish. This may be a relative, teacher or friend. Legal representation will not normally be appropriate.
- If possible, the Panel will resolve the parents' complaint without the need for further investigation. Where further investigation is required, the Panel will decide how it should be carried out.
- If the parents decide not to attend the Panel hearing the hearing will proceed in their absence so as to bring the matter to a conclusion.
- After due consideration of all facts they consider relevant, the Panel will make findings and may make recommendations.
- The Panel will write to the parents informing them of its decision and the reasons for it, **within 5** working days of the hearing (although additional time may be required if it is necessary to carry out further investigations following the hearing). The decision of the Panel will be final. A copy of the Panel's findings and recommendations (if any) will be sent by electronic mail or otherwise given to the parents, and, where relevant, the person complained about as well as the Chairman of Governors and the Head. A copy of the Panel's findings and recommendations (if any) will also be available for inspection on the school premises by the Chairman of Governors and the Head.

### Timeframe for Dealing with Complaints

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 the first two stages of the procedure within 20 working days. Stage 3, the Appeal Panel Hearing, will normally be completed within a further 25 working **days** unless further investigation is required.

Please note that, for the purposes of this procedure, 'working days' refers to weekdays (Monday to Friday) during term time.

### Recording Complaints

Following resolution of a complaint, the school will keep a written record of all complaints, whether they are resolved at the informal stage, the formal stage or proceed to a panel hearing and any action taken by the school as a result of the complaint (regardless of whether the complaint is upheld).

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)

### Confidentiality

Correspondence, statements and records relating to individual complaints will be kept confidential except where the Secretary of State or a body conducting an inspection under section 109 of the Education and Skills Act 2008 requests access to them.

Parents may also complain directly to ISI if they wish. The address is:

Independent Schools Inspectorate  
CAP House  
9 - 12 Long Lane  
London  
EC1A 9HA

Email [info@isi.net](mailto:info@isi.net)

\*DFE Guidance on the identity of an independent panel member is as follows "Our general view is that people who have held a position of responsibility and are used to scrutinising evidence and putting forward balanced arguments would be suitable. Examples of persons likely to be suitable are serving or retired business people, retired civil servants, heads or senior members of staff at other schools, people with a legal background and retired members of the Police Force might be considered"

Number of formal complaints dealt with under this policy in 2015 – 2016

1

Jessica Miles  
Head

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