

## SALISBURY CATHEDRAL SCHOOL



### Complaints Policy

#### INTRODUCTION

Salisbury Cathedral School has long prided itself on the quality of the teaching and pastoral care provided to all of its pupils. However, if staff, parents or boarders do have a complaint, they can expect it to be treated by the School in accordance with this Procedure. This is a whole-school policy which also relates to the Early Years Foundation Stage and out of school provisions. It is the aim of this policy to resolve complaints either to the complainant's satisfaction, or with an otherwise appropriate outcome which balances the rights and duties of complainants, without unreasonable delay. Pupils will not be penalised for a making a complaint in good faith.

#### STAGE 1 INFORMAL RESOLUTION

- It is hoped that most complaints and concerns will be resolved quickly and informally.
- Any person with a complaint or concern, should raise it in person with the member of staff/individual concerned.
- The member of staff/individual involved will make a written record of all concerns and complaints and the date on which they were received. It is hoped that the majority of complaints/concerns will be dealt with at this stage. Should the matter not be resolved within 7 days or in the event that the member of staff/individual and the complainants fail to reach a satisfactory resolution then the complainants will be advised to proceed with their complaint/concern in accordance with Stage 2 of this Procedure.

#### STAGE 2 FORMAL RESOLUTION

- If the complaint/concern cannot be resolved on an informal basis, then the complainant should put their complaint in writing to the Head Master. The Head Master will decide, after considering the complaint, the appropriate course of action to take.
- In most cases, the Head Master will either meet or speak to the complainant concerned, normally within 7 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 Master to carry out further investigations.
- The Head Master will keep written records of all meetings and interviews held in relation to the complaint/concern.
- Once the Head Master is satisfied that, so far as is practicable, all of the relevant facts have been established, a decision will be made and the complainant will be informed of this decision in writing 14 days, if possible. The Head Master will also give reasons for his decision.

### **STAGE 3 PANEL HEARING**

- If the complainant remains unhappy with the response from the Head Master, they will be referred to the Clerk to the Governors to arrange an appeal by the Complaints Panel.
- The matter will be referred to the Complaints Panel within 7 days for consideration. The Panel will consist of at least three people who were not directly involved in the matters detailed in the complaint and at least one panel member is independent of the management and running of the school. Two members will be governors and one will normally be the Chair of Governors. The Clerk to the Governors, on behalf of the Panel, will then acknowledge the complaint and schedule a hearing to take place as soon as practicable and normally with 7 days of referral to the panel.
- 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 2 days prior to the hearing.
- The complainant may be accompanied to the hearing by one other person. This may be a relative, teacher or friend.
- If possible, the Panel will resolve the complainant's complaint immediately without the need for further investigation.
- Where further investigation is required, the Panel will decide how it should be carried out. After due consideration of all facts they consider relevant, the Panel will reach a decision and may make recommendations, which it shall complete within 5 days of the hearing.
- The Panel's finding and, if any, recommendations will be sent by electronic mail or in writing to the complainant and, where relevant, the person complained about. These findings and recommendations will be available for inspection on the school premises and kept by the head teacher for at least 3 years and a copy will be held by the Chair of Governors. The decision of the Panel will be final.

#### Summary Time Scales:

##### *During School Time:*

Stage 1 Informal Resolution: Resolved within 7 days or progress to Stage 2

Stage 2 Formal Resolution: Response to parent within 7 days for informal meeting to resolve. If still unresolved or further investigation needed a letter from Head will be received within 14 days of the initial meeting.

Stage 3 Panel Hearing: Complaint to Complaints Panel within 7 days. Date of hearing to be set normally no later than 7 days. Copies of particulars of complaint supplied to all parties not later than 2 days prior to hearing. If possible, the complainant's complaint will be resolved immediately. If further investigation required, a decision will be sent within 5 days of the hearing.

##### *During Holiday periods*

The complaint will normally be resolved within 28 days of the lodging of the complaint to its resolution whenever possible. Allowable exceptions to this rule are for instances when persons involved in the complaint are unavailable during holiday periods. In this case, the complainant will be kept informed.

The complainant can be assured that all concerns and complaints will be treated seriously and confidentially. Correspondence, statements and records will be kept confidential except where the Secretary of State or a body conducting an inspection under section 162A of the 2002 Act requests access to them where disclosure is required in the course of the school's inspection; or where any other legal obligation prevails. This policy has regard to the National Minimum Standards for Boarding Schools and with the relevant regulatory standards.

The school keeps a written record of all complaints for at least three years and whether they are resolved at the preliminary stage or proceed to a panel hearing. The record includes serious complaints and their outcomes for regular review by the head or a senior member of staff.

The complainant can make a complaint to Ofsted and or ISI should they so wish and the contact details for ISI are Telephone 020 7600 0100, Fax 020 7776 8849 or email [info@isi.net](mailto:info@isi.net). For Ofsted or boarding concerns contact their helpdesk, which is open from 8am to 8pm, Monday to Friday. Phone 0300 1234 234, or email [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk). Staff on the helpdesk will discuss your concerns with you, advise you about whether to put your complaint in writing to us or suggest other ways to deal with your concerns. To make a formal complaint write to Enquiries, National Business Unit, Ofsted  
5th, 6th and 7th Floors, Piccadilly Gate, Store Street, Manchester, M1 2WD

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Person responsible for this policy: Head Master

Dates:

Approved by Governing Body: 26 May 2005

Reviewed, Updated and Approved by  
Governing Body November 2008

SMT approved: November 2011

Next Governing Body Review: Lent Term 2012