



Complaints Policy



Introduction

Bradford Grammar School aims to provide the highest level of teaching and pastoral care. This Procedure is designed to ensure that any concerns or complaints are dealt with quickly and fairly. This policy is available and downloadable from the school website; a copy of the policy is also available in school and may be posted to parents on request. The number of formal complaints received by the school in the previous school year is also available on request.

Stage 1 – Informal Resolution

- Most concerns are resolved informally and normally within 5 working days.
- If parents have a concern, they should first contact their son's or daughter's Form Teacher, Head of Year or the appropriate Head of Department.
- Concerns raised directly with a member of the Senior Management Team will usually be referred to the relevant Form Teacher, Head of Year or Head of Department.
- We will keep a dated written record of the concern and the action taken. Our hope is that the matter will be resolved at this stage. If this is not possible, the parents will be advised to proceed by lodging a complaint in accordance with Stage 2 of this Procedure.
- Concerns raised with us out of term time will be acknowledged and acted upon as soon as practicable.

Stage 2 – Formal Resolution

- If the matter cannot be resolved informally parents will be asked make a formal complaint, in writing, to the Headmaster who may ask another member of the Senior Management Team to deal with the issue.
- The Headmaster will be briefed by those who have already investigated the matter.
- The Headmaster will meet or speak to the parents, normally within 10 working days of receiving the complaint, to discuss the matter. If possible, a resolution will be reached at this stage.
- The Headmaster will keep written records of all meetings and interviews held in relation to the complaint.
- Once the Headmaster is satisfied that all of the relevant facts have been considered, a decision will be made. He will write to the parents explaining the decision.
- If parents remain dissatisfied, they should proceed to Stage 3 of this Procedure.

Stage 3 – Panel Hearing

- Parents will be referred to the Clerk to the Governors who is authorised to call hearings of the Complaints Panel. The Clerk to the Governors will acknowledge

the complaint and arrange for a hearing to take place, normally within 15 working days.

- The Governors will appoint a Panel comprising two Governors and a person who is independent of the management and running of the School. No Panel member will be directly involved in the matters forming the complaint.
- The Panel may require further particulars of the complaint or any related matter to 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 be accompanied to the hearing by one other person. This may be a relative, teacher or friend. Legal representation will not normally be appropriate.
- If possible, the Panel will resolve the parents' complaint immediately without the need for further investigation.
- Where further investigation is required, the Panel will decide how it should be carried out. After consideration of all relevant facts, the Panel will reach a decision within 5 working days of the Hearing.
- The Clerk to the Governors will write to the parents informing them of the decision, which will be final. A copy of the letter will be sent to the Headmaster, the Governors and, where relevant, the person who is the subject of the complaint.

Parents can be assured that all concerns and complaints will be treated seriously and confidentially. Correspondence, statements and records will be kept confidential except in so far as is required of the School by DCSF Standard 7. 7.(k) of the Independent Schools Inspectorate Regulations 2010; where disclosure is required by the Secretary of State or by a body conducting an inspection of the school under section 162A of the 2002 Act, as amended, or where any other legal obligation prevails.