

Complaints Policy

This policy applies to the whole school and is published to parents, pupils and employees. Issued 01 September 2015

Introduction

Bradford Grammar School (the "School") aims to provide the highest level of teaching and pastoral care.

This policy 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 five working days.
- If parents have a concern, they should first contact their child's Form Tutor, Head of Year or the appropriate Head of Department.
- Concerns raised directly with a member of the Senior Leadership Team will usually be referred to the relevant Form Tutor, Head of Year or Head of Department.
- The School will keep a dated written record of the concern and the action taken. The School's hope is that the matter will be resolved at this stage. If this is not possible, parents will be advised to proceed by lodging a complaint in accordance with Stage 2 of this policy.
- 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 to make a formal complaint, in writing, to the Head who may ask another member of the Senior Management Team to deal with the issue.
- The Head will be briefed by those who have already investigated the matter.
- The Head 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 Head will keep written records of all meetings and interviews held in relation to the complaint.
- Once the Head is satisfied that all of the relevant facts have been considered, a decision will be made. The Head will write to the parents explaining the decision.
- If parents remain dissatisfied, they should proceed to Stage 3 of this policy.

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 five 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 five working days of the hearing.
- The panel shall make any necessary findings and recommendations based on the information provided to them
- The Clerk to the Governors will write to the parents informing them of any findings made by the panel together with the decision, which will be final. A copy of the letter will be made available for inspection on the School premises to the Head, the Governors and, where relevant, the person who is the subject of the complaint.

The School shall maintain a written record of all formal complaints that are made to the School, irrespective of whether they are resolved following a formal procedure or proceed to a panel hearing, together with a record of any action taken by the School as a result of any such complaint regardless of whether it is upheld or not.

Parents can be assured that all concerns and complaints will be treated seriously and confidentially. Correspondence, statements and records will be kept confidential except 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 Education and/or Independent Schools Standards Act, as amended, or where any other legal obligation prevails.

The number of complaints registered under the formal procedure during the preceding school year is available on request.