

# HULL PREP SCHOOL



## Complaints Policy

**All concerns and complaints expressed by parents, the public and others who use Hull Prep School's facilities are taken seriously by us.** They are part of the essential information which helps us to know how well we are doing.

If you contact the school to make a complaint, whether by telephone, in writing or in person, the following action will be taken:

1. The person receiving the complaint – who may, for example, be a member of the Administration Team, a member of the Senior Management Team or a member of the Teaching Staff – will **LISTEN** to your complaint.
2. They will then **RECORD** what you have said.
3. They will **CHECK** their **UNDERSTANDING** of the complaint with you to make sure that they have the correct information.
4. They will then **PASS ON THE COMPLAINT** to the appropriate person, and will tell you when you can expect an initial response, even if that initial response is only to let you know what type of investigation is being undertaken.
5. The person dealing with your complaint will **MAKE AN INITIAL RESPONSE WITHIN THE AGREED TIME PERIOD**. Some concerns can be dealt with quickly. Others take more time. You will be kept informed of progress.
6. When your complaint has been dealt with, you will be **INFORMED OF THE ACTION TAKEN** and a record of your complaint and the action taken will be filed.

### **If you wish to make a formal complaint ...**

- Please make your complaint in writing
- You will then be contacted by the school to acknowledge receipt of your complaint
- The procedure outlined in steps 1-6 above will then be followed, except that you will receive a written response.
- If you do not feel that the school's response resolves your complaint, you are encouraged to raise the matter with the Head.
- If you remain dissatisfied with the school's response, you may appeal. Details of the Appeal's Procedure may be obtained from the school office.