



HULL COLLEGIATE SCHOOL

COMPLAINTS PROCEDURE

Hull Collegiate School is fully committed to ensuring that the application of these complaints procedures is non-discriminatory in line with the UK Equality Act (2010). Further details are available in the school's Equality Opportunity document

Hull Collegiate School seeks to implement this policy through adherence to the procedures set out in the rest of this document.

This document is available to parents, parents of prospective pupils and other all interested parties on request from the main school office.

This document and the effectiveness of the complaints procedures at Hull Collegiate School are reviewed annually by the school's Local Governing Body in conjunction with the Headmaster, Mr R Haworth, or as events or legislation change requires. The last review took place in January 2012 and the next scheduled date for review is September 2012.

HULL COLLEGIATE SCHOOL COMPLAINTS PROCEDURE

Informal Resolution

It is recognised that parents will, from time to time, have normal and legitimate concerns about the progress, achievement, behaviour or welfare of their son or daughter. Parents are encouraged to make those concerns known to staff so that they can be addressed in partnership with the School. Almost invariably, the sooner such concerns are raised the easier it is for an appropriate resolution to be found.

A concern or complaint may be raised with any member of staff on an informal basis. This would normally be your child's Form Tutor, Head of Year or Key Stage Coordinator. That person will try and resolve the matter or will refer you to the appropriate person. The School takes all parental concerns seriously and such concerns will become formal complaints at the parents' initiative and request.

Parents of children in EYFS can make a complaint direct to Ofsted or the Independent Schools Inspectorate. Ofsted may be contacted as follows: Royal Exchange Buildings, St Ann's Square, Manchester M2 7LA; t: 0300 123 4666 w: www.ofsted.gov.uk e: enquiries@ofsted.gov.uk. ISI may be contacted as follows: CAP House, 9-12 Long Lane, London EC1A 9HA t: 020 7600 0100 or email via ISI website: www.isi.net. Complainants who have children in EYFS will be notified of the outcome of an investigation within 28 days of the School having received the complaint. In the case of EYFS complaints, Ofsted and/or ISI will be provided on request with a written record of all complaints made during the previous 12 months and the action which was taken as a result of each complaint. Records of complaints in EYFS will be archived for at least 3 years.

A record of all concerns and complaints and the date they were received will be made. The number of complaints registered under the formal procedure during the preceding school year will be made available to parents and parents of prospective pupils. During the academic year 2010-2011, eight complaints were heard and investigated. Of those eight, three were resolved at the informal resolution stage and five proceeded to the formal stages of complaint. If the matter cannot be resolved within 3 school days or in the event that you are not satisfied, you will be advised to proceed to make a formal complaint to the School's Complaints Coordinators:

Preparatory School	Mrs K Williams Head of Hull Collegiate Preparatory School
Senior Pastoral Care Issues	Mr C M Wainman Assistant Head (Pastoral Care)
Senior Teaching Issues	Mr A D Norburn Deputy Head (Teaching)
Administration/Premises Issues	Mrs J A Garnett Business Services Director

If the complaint concerns the Headmaster, the Complaints Coordinators will refer you to the Chair of the Local Governing Body (LGB), Mr K A Moffatt.

Stage One: Complaint heard by Complaints Coordinator

If you need to make a formal complaint it should be in writing and sent to the relevant Complaints Coordinator. If you have difficulty in putting your complaint in writing, you are asked to make an appointment with the Complaints Coordinator who will assist.

The Complaints Coordinator will decide the best person to hear the complaint. It would be helpful if you could indicate if there is someone with whom you may have difficulty discussing the issue so that your views can be respected. Similarly, if the member of staff directly involved feels too compromised to deal with the complaint we may consider referring you to another, possibly more senior, staff member.

In most instances, there will need to be an investigation in order to understand the circumstances surrounding the complaint. That investigation will normally be undertaken by the Complaints Coordinator.

If the matter cannot be resolved within 5 school days following receipt of a written complaint or in the event that you are not satisfied, you will be advised to take the issue to the second stage of the procedure.

There will be a written record of the complaint, the date on which it was received, that date on which the matter was dealt with and the outcome of the procedure made by the Complaints Coordinator. You will receive a copy of this written record within a reasonable time following this process.

Stage Two: Complaint heard by the Headmaster

If you are not satisfied with the outcome of stage one or if you feel that your complaint is sufficiently serious and/or if you are dissatisfied with the way in which your complaint has been handled, you may take your complaint to the second stage in the procedure.

You should put your complaint in writing to the Headmaster; if this creates a problem you are asked to seek assistance from the Complaints Coordinator. The Headmaster may delegate the task of collating the information to another staff member but not the decision on the action to be taken. The Headmaster will decide whether it would be helpful to meet with you to discuss your complaint.

The decision in respect of this stage will normally be made within 5 school days but within not more than 28 working days of the Headmaster receiving the complaint. If the Headmaster feels that it is necessary, within reason, to ask for additional time, you will be informed.

Stage Three: Appeals procedure

The third stage of the formal complaints procedure is the LGB's Appeals Panel. The appeals procedure is invoked when a complainant is not satisfied with the outcome of the second stage of the procedure or with the handling of a complaint by the Headmaster.

The complainant is required to put the complaint in writing to the Chairperson. It is important that the complainant should set the matter out in sufficient detail.

On receiving a written complaint under the appeals procedure, a hearing by an Appeals Panel will be arranged within 10 working days. The complainant may attend the hearing in person and may be accompanied if desired, in which case they are required to notify the Headmaster's P.A., Mrs S Logan, of the name and occupation of the person who will also be in attendance.

The Composition of the Appeals Panel

The panel will normally consist of at least three people who are not directly involved in the matters detailed in the complaint, at least one of whom will be independent of the management and running of the school. The panel may choose their own chair.

It is important that the appeal hearing is as independent and impartial as possible and that it is seen to be so. No governor may sit on the panel if they had prior involvement in the complaint or in the circumstances surrounding it. In deciding the composition of the panel governors will ensure there is a cross-section of the categories of governors, sensitive to the issues of race, gender and religious affiliation.

The Role of the Appeals Panel

The aim of the hearing, which will to be held in private, will always be to resolve the complaint and achieve reconciliation between the School and complainant. It has to be recognised that the complainant may not be satisfied with the outcome if the hearing does not find in their favour. It may be possible to establish only the facts and make recommendations that will satisfy the complainant that his or her complaint has been taken seriously.

An effective panel will acknowledge that complainants may feel anxious, nervous and or intimidated in a formal setting. The chair will ensure that the proceedings are as welcoming as possible. Care will be taken to ensure that the setting is informal and not adversarial. Extra care will be taken when the complainant is not an adult.

The panel may:

- dismiss the complaint in whole or in part
- uphold the complaint in whole or in part
- decide on the appropriate action to be taken to resolve the complaint
- recommend changes to the School's systems or procedures to ensure that problems of a similar nature do not recur.

Roles and Responsibilities

A member of staff to act as clerk will be appointed as the contact point for the complainant and will be required to:

- set the date, time and venue of the hearing, ensuring that the dates are convenient or acceptable to all parties and that the venue and proceedings are accessible
- invite both the complainant and the Headmaster to put their position in writing for the Panel to consider
- collate any written material and send it to the parties in advance of the hearing
- record the proceedings
- notify all parties of the Panel's decision, parties to include the complainant and, if applicable, the person complained about.

The Chair of the Panel has a key role, ensuring that:

- the remit of the panel is explained to the parties and each party has the opportunity of putting their case without undue interruption
- written materials are seen by all parties
- key findings of fact are made and each side is given the opportunity to state their case and ask questions
- the hearing is conducted in an informal manner with each party treated with respect and courtesy
- the panel is open minded and acting independently.

Notification of the Panel's findings and recommendations

The chair of the Panel needs to ensure that the LGB, the Headmaster and the complainant are notified of the Panel's findings and recommendations in writing within 3 working days of the hearing. Where applicable such findings will be conveyed to the person complained about. A copy of the findings and recommendations will be made available for inspection by the UCST Board at the School. All records relating to individual complaints will be kept confidential, except where the Secretary of State or a body conducting an inspection under section 162A of the 2002 Act, as amended, requests access to them. Ofsted will be provided, on request, with a written record of all complaints made during any specified period and the action which was taken as a result of each complaint.

A written record of all complaints and their outcomes, whether resolved at the preliminary stage or proceeded to a panel hearing, is kept for three years. The outcomes are reviewed regularly by the Headmaster and the Local Governing Body so that patterns can be identified and appropriate interventions made.

The decision of the Appeals Panel is final.

Appendix 1**COMPLAINT FORM**

Please complete in BLOCK CAPITALS and return to the appropriate Complaints Coordinator who will acknowledge and explain what action will be taken.	
Your Name	
Pupil's Name	
Your relationship to the Pupil	
Address	
Postcode	
Contact telephone number (1)	
Contact telephone number (2)	
Please give details of your complaint below	
What action, if any, have you already taken to try and resolve your complaint? (To whom did you speak and what was the response?)	
What actions do you feel might resolve the problem at this stage?	
Are you attaching any paperwork?	YES/NO
If so, please give details	
Signature	Date