



THE GRAMMAR SCHOOL  
**HIPPERHOLME**  
Established 1648

# **COMPLAINTS PROCEDURE**

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## **Introduction**

Hipperholme Grammar School has always placed great emphasis on the quality of its teaching and the pastoral care provided to its pupils. It is hoped that any concerns and complaints will be resolved quickly and informally.

However, if parents /carers do have a complaint, they can expect it to be treated by the school in accordance with the procedure outlined below.

## **Stage 1 – Informal Resolution**

- If parents have a complaint they should normally contact in the first instance their son/daughter's Form teacher / Tutor or 'Keyworker' in EYFS

In many cases, the matter will be resolved straightaway by this means to the parents' satisfaction.

If the Form teacher / Tutor cannot resolve the matter alone, it may be necessary for him or her to consult the relevant Head of Department, the appropriate Head of Pastoral Care, the Deputy Head or the Headmaster or, for the younger children, the Head of the Junior school.

- Any complaints made directly to a Head of Department, appropriate Head of Pastoral Care, the Deputy Head, the Head of the Junior school, or the Headmaster will usually be referred to the relevant Form teacher/Tutor unless the Head of Department, Head of Pastoral Care, the Head of the Junior school, the Deputy Head or the Head deem it appropriate for him/her to deal with the matter personally.

- The member of staff receiving the complaint will make a written record of all concerns and complaints reported and the date on which they were received, using the form provided in the complaints file. The complaints form should be handed in directly to the Headmaster's PA. Should the matter not be resolved within seven days or, in the event that the Form Teacher/Tutor and the parent fail to reach a satisfactory resolution, then parents will be advised to proceed with their complaint in accordance with Stage 2 of this Procedure.

## **Stage 2 – Formal Resolution**

- If the complaint cannot be resolved on an informal basis, then the parents should put their complaint in writing to the Headmaster. The Headmaster will decide, after considering the complaint, the appropriate course of action to take.

- In most cases, the Headmaster will meet and speak to the parents concerned, normally within seven 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 Headmaster to carry out further investigations.

- The Headmaster will keep written records of all meetings and interviews held in relation to the complaint.
- Once the Headmaster is satisfied that, so far as is practicable, all of the relevant facts have been established, a decision will be made and parents will be informed of this decision in writing. The Headmaster will also give reasons for his decision.
- If parents are still not satisfied with the decision, they should proceed to Stage 3 of this Procedure.

### **Stage 3 – Panel Hearing**

- If parents seek to invoke Stage 3 (following a failure to reach an earlier resolution), they will be referred to the Chairman of Governors who has been appointed by the Governors to call hearings of the Complaints Panel.
- The matter will then be referred to the Complaints Panel for consideration. The Panel will consist of at least three persons not directly involved in the matters detailed in the complaint, one of whom shall be independent of the management and the running of the school. Each of the Panel members, (appointed by the Chairman of Governors, on behalf of the Panel,) will then acknowledge the complaint and schedule a hearing to take place as soon as practicable and normally within 14 days.
- 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 7 days prior to the hearing.
- The parents may attend the hearing and 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 due consideration of all facts they consider relevant, the Panel will reach a decision and may make recommendations, which it shall complete within 14 days of the Hearing. The Panel will write to the parents informing them of its decision and the reasons for it.
- The decision of the Panel will be final. The Panel's findings and, if any, recommendations will be sent in writing to the parents, the Headmaster, the Governors and, where relevant, the person complained of.

A statement of complaints should be kept for three years. For EYFS there is a requirement to notify complainants of the outcome of an investigation within 28 days of receiving the complaints.

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 the Secretary of State or a body conducting an inspection under section 162 of the 2002 Act as amended, requests access to them.

In the event that the complainant is dissatisfied with the outcome of any complaint and its subsequent investigation, the complainant may have recourse to ask for the a intervention of the National Standards Commission or Ofsted. The contact details and address for Ofsted and for ISI is supplied below:

**Ofsted**            [www.ofsted.gov.uk](http://www.ofsted.gov.uk)

Royal Exchange  
Manchester M2 7LA Telephone: 0845 640 4040.

**ISI**  
CAP House  
9 - 12 Long Lane  
London  
EC1A 9HA Telephone: 020 7600 0100

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## Complaints Form

This form is to be completed by any member of staff who receives a complaint or who wishes to make a complaint. It should be passed onto the Headmaster's PA.

### 1. What is the nature of the complaint? Please tick as appropriate

Staff conduct	Parental conduct
Teaching standards	Pastoral care
Conditions of premises	Time tabling
Matters of organisation and routine	Access to /regulation of extra-curricula activities
Other (please give details)	

### 2. Please state name of the complainant and give details of the complaint

Date/s of incident

Time(s) of incident

3. If the complaint is about someone's behaviour, please provide details of any witnesses to the incident(s).

### 4. Action taken

Name

Signed Date