



COMPLAINTS PROCEDURE

Tudor Hall has long prided itself on the quality of the teaching and pastoral care provided to its pupils. However, if parents do have a complaint, they can expect it to be treated by the School in accordance with this Procedure.

Stage 1 - Informal Resolution

It is hoped that most complaints and concerns will be resolved quickly and informally.

1. If parents have a complaint they should normally contact their daughter's Group teacher or Boarding Housemistress. In many cases, the matter will be resolved straightaway by this means to the parents' satisfaction. If the Group teacher or Boarding Housemistress cannot resolve the matter alone, it may be necessary for him/her to consult the Head of Department, the Deputy Head or the Headmistress.
2. Complaints made directly to a Head of Department, the Deputy Head or the Headmistress will usually be referred to the relevant Group teacher or Housemistress unless the Head of Department, the Deputy Head or the Headmistress deems it appropriate for him/her to deal with the matter personally.
3. The Group teacher or Housemistress will make a written record of all concerns and complaints and the date on which they were received. Should the matter not be resolved within one month or in the event that the Group Teacher or Housemistress 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

1. If the complaint cannot be resolved on an informal basis, then the parents should put their complaint in writing to the Headmistress. The Headmistress will decide after considering the complaint, the appropriate course of action to take.
2. In most cases, the Headmistress will meet or speak to the parents concerned, normally within 2 days of receiving the complaint, to discuss the matter. If, possible a resolution will be reached at this stage.
3. It may be necessary for the Headmistress to carry out further investigations.
4. The Headmistress will keep written records of all meetings and interviews held in relation to the complaint.
5. Once the Headmistress 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 Headmistress will also give reasons for her decision.

6. If parents are still not satisfied with the decision, they should proceed to Stage 3 of this procedure.

Stage 3 – Panel Hearing

1. 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 will decide after considering the complaint, the appropriate course of action to take. If the matter remains unresolved he will call a hearing of the Complaints Panel.
2. 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 running of the school. The Board of Governors shall appoint each of the Panel members. The Chairman 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.
3. 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.
4. 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 legal representation is required, then the school will also be legally represented.
5. If possible, the Panel will resolve the parents' complaint immediately without the need for further investigation.
6. 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 7 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 Head, the Governors and, where relevant, the person complained of.
7. 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 paragraph 6(2)(j) of the education (Independent Schools Standards) Regulations 2003; where disclosure is required in the course of the school's inspection; or where any other legal obligation prevails.