

1. INTRODUCTION

1.1 Parents can be assured that all concerns and complaints will be treated seriously and confidentially. Tudor Hall School (the School) is here for your child, and you can be assured that your child will not be penalised for a complaint that you or your child raises in good faith.

1.2 Circulation

1.2.1 This policy is addressed to current parent/s or legal guardian/s or educational guardian/s of pupils at the school and may, at the School's discretion, include parents whose child has recently left the School but only if the complaint was initially raised whilst the said pupil was still registered as a pupil at the School.

1.2.2 The only exception to this is if the complaint is a review of a decision taken by the Headmistress to exclude or require the removal of a pupil under clause 7 of the School's *'Terms and Conditions of Contract'* in which case such a review must be requested by no later than five (5) working days from the date of the decision to exclude or require the removal of a pupil.

1.2.3 The policy is published on the School's website and is made available, upon request to the School Office, to the parents, pupils and staff at the School.

1.3 Policy Status

1.2.4 This Policy has been approved by the Governing Body of the School and provides guidelines for handling complaints. It takes account of paragraph 33 of schedule I to *the 'Education (Independent School Standards) Regulations' 2014 (SI 2014/3283)*, and *the 'Independent School Standards guidance for independent schools' 2019*.

1.2.5 The policy applies to all sections of the School. The procedures set out below may be adapted as appropriate to meet the policy aims and circumstances of each case. Certain parts of the procedures can only be carried out during term time.

1.4 **Policy Aim** - The aim of this policy is to ensure that a concern or complaint is managed sympathetically, efficiently, at the appropriate level and resolved as soon as possible. The policy is designed to promote consistency in the handling of complaints and, where appropriate, to allow recommendations to be made in the light of them.

1.5 **Policy Statement** - The School wishes to know as soon as possible if there is any cause for dissatisfaction.

1.6 The School recognises that a difficulty which is not resolved quickly and fairly could become a cause of resentment, which would be damaging to relationships and also to the school culture. Parents should never feel, or be made to feel, that a complaint will be taken amiss or will adversely affect a pupil or his/her opportunities at the School. The policy however distinguishes between a concern or difficulty which can be resolved informally at **Stage 1** and a formal complaint at **Stage 2**, which will usually require investigation prior to determination.

1.7 Definitions

Parent/s

1.2.6 Includes current parent or legal guardian or education guardian of the pupil at the School about whom the complaint relates and may, at the School's

discretion, include a parent whose child has recently left the School but only if the complaint was initially raised whilst the said pupil was still registered as a pupil at the School, unless in exceptional circumstances.

Concern

- 1.2.7 Is a query or anxiety or dissatisfaction with an aspect of the School or its processes and procedures which is raised or otherwise brought to the attention of the School by phone, email or verbally in person and which is resolved informally either orally or in writing. This is considered an informal complaint.

Independent Member

- 1.2.8 Is someone who is not involved in the running, management or governance of the School.

Formal Complaint

- 1.2.9 Is a concern that is not resolved informally but is made formally in writing and considered under the formal procedure as described in this policy or is raised directly to a member of the Strategic Business Group (SBG), or to a Housemaster or Housemistress, or to a Head of Department and which requires investigation, or other significant input, by a member of the Senior Leadership Team. A record will be made of such formal complaints.

Working Days

- 1.2.10 Monday to Friday when the School is open during term time excluding Bank Holidays and half term. The dates of terms are published on the School's website.

2. MANAGEMENT AND TIMEFRAME FOR DEALING WITH COMPLAINTS

- 2.1 **Appointed Person** - The Headmistress will appoint a senior member of staff, normally a Deputy Head ('Appointed Person') to be responsible for investigating a complaint.
- 2.2 The Appointed Person will be in a more senior position in the School than the member of staff previously involved in the complaint. The Appointed Person will be the first point of contact while the matter remains unresolved and will keep records.
- 2.3 The Appointed Person will be responsible for the investigation of the complaint and reporting regularly to the Headmistress with respect to the complaint being investigated.
- 2.4 The Appointed Person can be contacted by telephone and email, details of which are provided to the parent/s by the Appointed Person at the outset of the investigation. The Appointed Person will also ensure that the parties to a particular complaint have been given the opportunity to familiarise themselves with the procedure before proceeding with the investigation.
- 2.5 All complaints will be handled within clear and reasonable timeframes. They will be *acknowledged* within five (5) working days if received during term time and as soon as practicable during holiday periods. It is in everyone's interest to resolve a complaint as speedily as possible: the School's target is to complete the first two stages of the procedure within twenty-five (25) working days if the complaint is lodged during term-time and as soon as practicable during holiday periods.
- 2.6 During the School holidays it may take longer to resolve a complaint although the School will do what is reasonably practicable to avoid undue delay. It may also take longer to resolve the complaint during periods of significant disruption to school life or as a consequence of unavoidable staff absence, however deviation from the normal timescale for resolving a complaint during term time will only occur on an exceptional basis, and the School will take all reasonable steps to limit any such delay.

- 2.7 Where possible, **Stage 3**, the Appeal Panel Hearing, will be completed within a further thirty (30) working days, if the appeal is lodged during term-time and as soon as practicable during holiday periods.

3. RECORDING COMPLAINTS

- 3.1 Following resolution of a complaint, the School will keep a written record of whether complaints are resolved at the formal stage or proceed to a panel hearing and any action taken by the School as a result of the complaint (regardless of whether the complaint is upheld). The School processes data in accordance with its Privacy Notice. When dealing with complaints the School (including any Panel member appointed under the **Stage 3** process) may process a range of information, which is likely to include the following information:

- Date when the issue was raised;
- Name of parent;
- Name of pupil;
- Description of the issue;
- Records of all the investigations; (if appropriate)
- Witness statements; (if appropriate)
- Name of member(s) of staff handling the issue at each stage;
- Copies of all correspondence on the issue; (including emails and records of phone conversations)
- Notes of the hearing; and
- The Panel's written decision.

- 3.2 The School's Complaints register will be managed by Headmistress's office which is responsible for:

- 3.2.1 coordinating the complaints procedures in the School;
- 3.2.2 ensuring that all teaching, support and medical staff are made aware of the procedures for addressing and reporting concerns or complaints at Stage 1;
- 3.2.3 recording complaints and ensuring the records are kept confidential; and
- 3.2.4 reporting regularly to the Governors with respect to trends and nature of complaints
- 3.2.5 These records may include 'special category personal data' (as detailed in the School's Privacy Notice) but potentially include sensitive data such as information relating to physical or mental health) where this is necessarily owing to the nature of the complaint. This data will be processed in accordance with the School's Data Protection policy.

- 3.3 Correspondence, statements and records relating to individual complaints will be kept confidential except to the extent where the Secretary of State or a body conducting an inspection under section 109 of the *'Education and Skills Act' 2008* requests access to them.

- 3.4 Where repeated attempts are made by a parent to raise the same complaint after it has been considered at all three stages, this may be regarded by the School as vexatious and outside the scope of this procedure.

4. STAGE 1 - INFORMAL RESOLUTION

- 4.1 It is hoped that most complaints and concerns will be resolved quickly and informally. See **Appendix 1** *'How to Raise a Concern or Complaint Flowchart.'*

- 4.2 If parents have a complaint, they should contact the pupil's class teacher/housemistress/group tutor. In many cases, the matter will be resolved straightaway by this means to the parents' satisfaction. If the Class Teacher/Housemistress/Housemaster/Group Tutor cannot resolve the matter alone it may be necessary for her/him to consult a head of department/one of the Deputy Heads/Headmistress.
- 4.3 Complaints made directly to a Head of Department/a Deputy Head/Headmistress will usually be referred to the relevant Class Teacher/Housemistress/Housemaster/Group Tutor unless the Head of Department/a Deputy Head/Headmistress deems it appropriate for him/her to deal with the matter personally.
- 4.4 The recipient of the complaint 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 fifteen (15) working days, or in the event that the Class Teacher/Form Teacher/Housemistress/Housemaster/Group 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.
- 4.5 On occasion, complaints may be dealt with by members of the Strategic Business Group (including the Headmistress) but still be resolved informally and successfully.

5. STAGE 2 - FORMAL RESOLUTION

- 5.1 If the complaint cannot be resolved on an informal basis as described in **Stage 1**, or if it has not been resolved within fifteen (15) working days, then the parents should put their complaint in writing to the Headmistress within five (5) working days of the outcome, or if it has not been resolved within fifteen (15) working days. The Headmistress will decide, after considering the complaint, the appropriate course of action to take. This must be done even where the informal process has been conducted with the Headmistress. If parents require assistance with their request, for example, because of a disability, the School will be happy to make appropriate arrangements.
- 5.2 In most cases, the Headmistress will meet/speak to the parents concerned within five (5) working days of receiving the complaint to discuss the matter. If possible, a resolution will be reached at this stage.
- 5.3 It may be necessary for the Headmistress to carry out further investigations or ask a senior member of staff to act the Appointed Person. The Appointed Person may ask for additional information from the parents and may wish to speak to the parents personally and to others who may have knowledge of the circumstances including, if appropriate, your child.
- 5.4 Written records of all meetings and interviews held in relation to the complaint will be kept.
- 5.5 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 this decision. The Headmistress' aim will be *to inform any complainant of the outcome of an investigation and the resolution of the complaint within twenty-five (25) working days from the first receipt of the complaint.*
- 5.6 Complaints about the Headmistress of Tudor Hall will always be dealt with under **Stage 2** Formal Resolution process.
- 5.7 The Chair of Governors, or their nominee, will call for a full report from the Headmistress and for all the relevant documents, and may also call for a briefing from members of staff, and will in most cases, speak to or meet with the parents to discuss the matter further.
- 5.8 Once the Chair, or their nominee, is satisfied that, so far as is practicable, all the relevant facts have been established, the parents will be informed of the decision in writing. The Chair, or their nominee, will give reasons for his/her decision. The Chair of Governors will normally

delegate the investigation and formal hearing to other members of the Board and remain available to chair the Complaints Panel.

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

6. STAGE 3 - PANEL HEARING

6.1 Complaints panel hearing

6.1.1 If a parent is dissatisfied with the Stage 2 response to the complaint, they can request a hearing before a complaints panel (Panel).

6.1.2 A complaints panel Hearing (Hearing) is a Hearing to review those elements of the decision made at Stage 2 about which the parent remains dissatisfied. The panel is not obliged to consider any new complaints at this stage.

6.2 Role of the Panel

6.2.1 The role of the Panel is to determine the facts surrounding the complaints that remain in issue by:

1. considering the facts already established by the investigator;
2. making findings on new documents provided by both parties; and
3. considering representations made by the parties;
4. reviewing the process and the decisions reached at Stage 2 and to consider, on the balance of probabilities, whether decision(s) at Stage 2 were justified and whether any aspect of the complaint should be upheld.

6.3 Composition of the Panel

6.3.1 The Panel will comprise at least three individuals who have no detailed prior knowledge of the circumstances of the complaint, including at least one panel member who is independent of the management and running of the School.

6.3.2 The parent may ask the Clerk to Governors to inform them who has been appointed to sit on the Panel ahead of the Hearing. Fair consideration will be given to any reasonable objection to a particular member of the panel.

6.3.3 The Chair of the Governors will usually appoint one of the Panel members to be the Chair of the panel throughout the proceedings.

6.4 How to request a Hearing

6.4.1 A request for a Hearing must be put in writing to the Clerk to Governors at bursar@tudorhallschool.com. The request for a Hearing will usually only be considered if the procedure at Stage 2 has been completed.

6.4.2 The written request should usually be made within 10 working days from receipt of the stage 2 decision and should include:

1. the complainant's name and full contact details;
2. details of those aspects of the complaint about which the parent remains dissatisfied;
3. copies of any relevant documents which the parent would like the panel to consider;
4. the outcome desired;

5. whether the parent wishes to attend the hearing and if so, whether they propose to be accompanied; and
 6. whether the parent wishes to attend in person or remotely.
- 6.4.3 If assistance with the request is required, for example because of a disability, please inform the Clerk to Governors who will be happy to make appropriate arrangements.
- 6.4.4 The Clerk to Governors will acknowledge the request for a Hearing in writing within 5 working days of receipt.
- 6.4.5 Every effort will be made to enable the Hearing to take place within 25 working days of receipt of the request.

6.5 Planning the Hearing

- 6.5.1 The Clerk to Governors will send written notification to each party of the date, time and place of the Hearing at least ten working days before the date of the Hearing.
- 6.5.2 Copies of any documents (additional to those specified in 5.5) that the parent wishes the complaints panel to consider should be sent to the Clerk to Governors to be received at least 7 working days prior to the Hearing.
- 6.5.3 The Clerk to Governors will circulate a copy of the bundle of documents to be considered by the complaints panel to all parties at least 5 working days prior to the Hearing.
- 6.5.4 The parent may be accompanied at the Hearing, for example by a relative or friend. The Hearing is an internal proceeding, not legal proceedings, and legal representation is unnecessary.
- 6.5.5 The parent may be accompanied by an interpreter if they feel that one is needed.
- In exceptional circumstances and only if agreed by all parties, the child who is the subject of the hearing, aged 13 and above, may be allowed to attend part or all of the hearing if the Chair of the Panel considers it would be in the interests of fairness to do so.
- 6.5.6 The parent should note that the Panel will wish to speak to him / her directly. If they are accompanied by a legally qualified person, that person will not be permitted to act as an advocate or to address the Hearing unless invited to do so by the Chair of the complaints panel.
- 6.5.7 A person will be appointed to take a minute of the Hearing.

6.6 The Hearing

- 6.6.1 Unless prior to the commencement of the Hearing, a parent confirms that they are satisfied with the outcome of their complaint, the Hearing will proceed notwithstanding that the parent may decide not to attend. In these circumstances, the Panel will consider the parent's complaint in his / her absence and issue findings on the substance of the complaint.
- 6.6.2 The Panel will usually hear representations from the Stage 2 decision-maker and the parent(s).
- 6.6.3 The parties shall have the opportunity to ask questions and make comments in an appropriate manner. The Hearing is not a legal proceeding, and the Panel shall be under no obligation to hear oral evidence from witnesses but may do so and/or may take written statements into account.
- 6.6.4 All statements made at the Hearing will be unsworn. All present at the Hearing will be entitled, should they so wish, to take their own notes for reference purposes. A clerk appointed by the Panel will make a summary of the proceedings which will be circulated

for comments. No recordings of the Hearing's proceedings are permitted by either party. All personal electronic devices must be switched off during the Hearing.

- 6.6.5 All those present are expected to show courtesy, restraint and good manners. If they fail to do so and after due warning, the Hearing may be adjourned or terminated at the discretion of the Chair. Any person who is dissatisfied with any aspect of the way the Hearing is conducted must say so before the proceedings go any further and his / her comment will be minuted.
- 6.6.6 The Chair may, at his / her discretion, otherwise adjourn the Hearing if he / she considers it appropriate to do so. This may include an adjournment for welfare reasons, to enable additional information to be obtained and/or considered or for the parties to take legal advice on a specific issue arising.
- 6.6.7 A Hearing before the Panel is a private proceeding. No notes or other records or oral statements relating to the complaint or any matter discussed in or arising from the proceeding shall be published or otherwise made available directly or indirectly to the press or other media, or published or made available on social media.
- 6.6.8 If possible, the Panel will resolve the parents' complaint without the need for further investigation. Where further investigation is required, the Panel will decide how such further investigation should be carried out. If necessary, the Hearing will be adjourned at the Chair's discretion.
- 6.6.9 When the Chair of the Panel is satisfied that sufficient consideration has been given to the documentation provided and any representations made by the parties, he / she will conclude the Hearing.

6.7 Decision

- 6.7.1 After due consideration of all the facts which the Panel members consider relevant, the Panel will make findings about each complaint on the balance of probabilities and make recommendations where appropriate. The Panel will write to the parents informing them of its decision and the reasons for it, within 10 working days of the hearing. A copy of the Panel's decision and any recommendations along with the minutes of the complaints panel hearing will be sent by email or letter to the parents and, where relevant, the person complained about as well as to the Chair of Governors and the Headmistress. If appropriate, the School will acknowledge that a complaint is upheld, wholly or in part. In addition, it may offer:
1. an explanation;
 2. an admission that it could have been handled differently or better;
 3. an assurance that the School will try to ensure that the event complained of will not happen again and an explanation of the steps taken in this respect;
 4. to review policies and / or procedures;
 5. an apology.
- 6.7.3 It is not within the powers of the Panel to make any financial award, nor to impose sanctions on staff, pupils or parents, although the Panel may make recommendations about these issues.
- 6.7.4 The decision of the Panel is final. There will be no further opportunity within the School for consideration of the complaint. The completion of Stage 3 represents the conclusion of the School's complaints procedure.
- 6.7.5 The School will however ensure that the Panel's decision is recorded appropriately and that any recommendations made in the course of a complaint are properly considered and actioned as appropriate.

6.7.6 The Panel's findings and any recommendations including any actions taken to implement them will also be available for inspection on the School premises by the Governors and the Headmistress.

7. CONFIDENTIALITY

7.1 Correspondence, statements and records relating to individual complaints will be kept confidential except where the Secretary of State or a body conducting an inspection under Section 108 or 109 of the *Education and Skills Act* 2008 requests access to them.

8. WRITTEN RECORDS

8.1 Written records will be kept of all meetings and interviews held in relation to the complaint. Where the investigation is conducted by someone else they will prepare a report on the investigation which will usually then be considered by the Headmistress. Personal data maybe redacted and names anonymised or cyphered in line with data protection principles.

9. UNREASONABLE COMPLAINTS

9.1 We are committed to dealing with all complaints fairly and impartially, and to providing a high-quality service to those who complain. We will not normally limit the contact complainants have with us. However, we do not expect our staff to tolerate unacceptable behaviour and will take action to protect staff from that behaviour, including that which is abusive, offensive or threatening.

9.2 Where repeated attempts are made by a parent to raise the same complaint after it has been considered at all three stages, this can be regarded as vexatious and outside the scope of the policy.

9.3 Unreasonable complaints are taken seriously by the School as they put a strain on valuable resources and hinder the progress of proper investigations.

9.4 We adopt the Department for Education's definition of unreasonable behaviour as that which hinders our consideration of complaints because of the frequency or nature of the complainant's contact with the School, such as if the complainant:

1. refuses to articulate their complaint or specify the grounds of a complaint or the outcomes sought by raising the complaint, despite offers of assistance;
2. refuses to co-operate with the complaints investigation process;
3. refuses to accept that certain issues are not within the scope of a complaints procedure;
4. insists on the complaint being dealt with in ways which are incompatible with the adopted_complaints_procedure_or_with_good_practice;
5. introduces trivial or irrelevant information which the complainant expects to be taken into account and commented on, or raises large numbers of detailed but unimportant questions, and insists they are fully answered, often immediately and to their own timescales;
6. makes unjustified complaints about staff who are trying to deal with the issues, and seeks to have them replaced;
7. changes the basis of the complaint as the investigation proceeds;
8. repeatedly makes the same or materially similar complaint (despite previous investigations or responses concluding that the complaint is groundless or has been_addressed);
9. refuses to accept the findings of the investigation into that complaint 10 where the School's complaints procedure has been fully and properly implemented and completed;
10. seeks an unrealistic outcome;

11. makes excessive demands on school time by frequent, lengthy and complicated contact with staff regarding the complaint in person, in writing, by email and by telephone while the complaint is being dealt with;
 12. uses threats to intimidate;
 13. uses abusive, offensive or discriminatory language or violence;
 14. knowingly provides falsified information;
 15. publishes unacceptable information on social media or other public forums.
- 9.5 A complaint may also be considered unreasonable if it is manifestly unjustified, inappropriate, or an improper use of formal procedure.
- 9.6 In assessing this, the School shall have regard to all the circumstances of the case and the nature of the complaint itself rather than the nature of the complainant. In assessing all of the circumstances of the case the School will consider a range of factors including:
1. whether a complaint has reasonable foundation;
 2. the history and context of the complaint (and any evidence where relevant);
 3. whether the time and cost of investigating the complaint is proportionate to the issue(s) complained of;
 4. whether an investigation of the complaint is likely to cause a disproportionate or unjustified level of disruption, irritation or distress;
 5. unexplained delay in raising a complaint or issue;
 6. if the purpose of the complaint is to obtain an outcome which is unavailable via the complaints procedure, such as a claim for compensation, damages or a refund of fees paid;
 7. any evidence of a complaint being brought for an improper purpose.
 8. Whenever possible, the Headmistress and/or Chair of Governors will discuss any concerns with the complainant informally before dismissing a complaint as unreasonable.
 9. If the behaviour continues, the School will write to the complainant explaining that their behaviour is unreasonable and ask them to change it.
 10. For complainants who excessively contact the School causing a significant level of disruption, the School may specify methods of communication and limit the number of contacts by drawing up a communication plan. This will be reviewed after 6 months.
 11. In response to any serious incident of aggression or violence, the School will immediately inform the police and communicate its actions in writing. This may include barring an individual from the School.
 12. It is open to a complainant to request that a complaints panel be convened to determine the single issue of whether the School's dismissal of the complainant's original complaint(s) was justified.

10. RECORDKEEPING, MONITORING AND REPORTING TO THE GOVERNING BODY

- 10.1 All records created in accordance with this policy are managed in accordance with the School's policies that apply to the retention and destruction of records.
- 10.2 The School keeps a written record of all formal complaints, including the following:
1. whether they were resolved at Stage 2 or Stage 3;
 2. the action taken by the School as a result of the complaints (regardless of whether they are upheld);
 3. whether the complaint relates to the School's boarding provision. The records created in accordance with this policy may contain personal data. The School has a number of privacy notices which explain how it will use personal data about pupils and parents. The privacy notices are published on the School's website.
- 10.3 School staff will ensure that they follow the School's data protection policies and procedures when handling personal data created in connection with this policy. This includes the School's data protection policy and cyber and information security policy.

- 10.4 In accordance with data protection principles, details of individual complaints will be kept only for as long as is considered to be reasonably necessary in the circumstances.
- 10.5 In accordance with the terms of reference of the Independent Inquiry into Child Sexual Abuse all schools are required to retain information which relates to allegations (substantiated or not) of organisations and individuals who may have been involved in, or have knowledge of child sexual abuse or child sexual exploitation; allegations (substantiated or not) of individuals having engaged in sexual activity with, or having a sexual interest in, children; institutional failures to protect children from sexual abuse or other exploitation. Details of any complaints made about such matters will be retained.
- 10.6 Complaints which do not have safeguarding implications will be retained for a minimum of 4 years (a period determined by the 3-year inspection cycle with allowance for unforeseen circumstances).
- 10.7 Correspondence, statements and records relating to individual complaints will be kept confidential except where access is requested by the Secretary of State or where disclosure is required in the course of an inspection or under other legal authority or court order.
- 10.8 The School will also keep a written record of matters falling short of formal complaints to enable patterns of concern to be monitored. This includes complaints where the parent is satisfied with the School's response at the informal stage and matters which are expressions of worry or doubt over an issue considered to be important by the parent for which reassurances are sought. We recognise that concerns which are only ever dealt with as single incidents may cause the School to overlook emerging or significant trends with wider implications, particularly regarding pupil well-being. We will monitor the types of complaints raised to identify any trends and to feed these into the School's policies and procedures.
- 10.9 As part of the School's governance arrangements, the Council will review the School's written records as part of its annual review to identify any trends over the previous year and for compliance with the School's *'Complaints Policy'*.
- 10.10 The status of complaints made and their resolution is reported to and reviewed by Governors on a regular basis

11. BOARDING PUPILS

- 11.1 As there are boarding pupils at the School, the requirements under Standard 18 of the *'National Minimum Boarding Standards'* (2015) apply to this policy. In accordance with this Standard a concern or complaint by parents of boarding pupils will be dealt with in accordance with this Policy.

12. COMPLAINTS TO THE INDEPENDENT SCHOOLS INSPECTORATE (ISI)

- 12.1 ISI may be contacted on 0207 600 0100, or by email at concerns@isi.net or to ISI, Cap House, 9-12 Long Lane, London EC1A 9HA. Concerns will be recorded and may be copied to the Department for Education (DfE). However, ISI will not investigate disputes about fees or specific complaints about pupils no longer at the School.

13. NUMBER OF COMPLAINTS REGISTERED

- 13.1 Number of complaints registered under the formal procedure during the preceding school year 2024/25 were: Tudor Hall 2.

Approved by Finance & Resources Committee: November 2025
Revised by Headmistress: July 2025
Approved by Finance & Resources Committee: November 2024
Re-written by the Headmistress of Tudor Hall: November 2024
Approved by Education & Welfare Committee: May 2024
Approved by Finance & Resources Committee: May 2022
Reviewed by Bursar: May 2022
Approved by Finance & Resources Committee: March 2021
Reviewed by Bursar: March 2021

APPENDIX 1 - HOW TO RAISE A CONCERN OR COMPLAINT

STAGE 1 – INFORMAL RESOLUTION

DO YOU HAVE A CONCERN?

e.g.: dissatisfaction with a teacher or a pastoral issue

SPEAK TO YOUR DAUGHTER'S FORM TUTOR/TEACHER OR HOUSEPARENT

All complaints will be acknowledged within **5 working days**.

WITHIN 15 WORKING DAYS - WE AIM FOR COMPLETE RESOLUTION OF YOUR CONCERN.

STAGE 2 – FORMAL RESOLUTION

DO YOU CONSIDER THAT WE DID NOT RESOLVE YOUR CONCERN OR DO YOU WISH TO RAISE A FORMAL COMPLAINT?

WRITE TO OR EMAIL THE HEADMISTRESS

The Headmistress will aim to meet/speak to you within **5 working days** of receipt to reach a resolution.

WITHIN 25 WORKING DAYS

from receipt of initial complaint in **Stage 1** - if further investigation is required **THE HEADMISTRESS WILL ACTION AND INFORM YOU OF THE OUTCOME AND RESOLUTION.**

STAGE 3 – PANEL HEARING

IF YOU ARE DISSATISFIED WITH THE HEADMISTRESS' DECISION AND REQUEST A PANEL HEARING YOU MUST:

WRITE TO OR EMAIL THE CHAIR OF GOVERNORS within **10 working days** of the receipt of the decision at **Stage 2** requesting a Panel hearing. Receipt of the letter will be acknowledged within a further **5 working days**.

A COMPLAINTS PANEL WILL BE CONVENED TO REVIEW THE DECISION - The Panel's verdict will be given orally at the end of the hearing. **WE WILL ALWAYS AIM TO RESOLVE A STAGE 3 COMPLAINT WITHIN 30 WORKING DAYS.**

DO YOU HAVE A COMPLAINT ABOUT THE HEADMISTRESS?

WRITE TO OR EMAIL THE CHAIR OF GOVERNORS