

<b>Approving Body:</b> Governance & Nominations Committee <b>Date of Review:</b> Michaelmas 2023 <b>Date of Approval:</b> 15 November 2023	<b>Issue Number:</b> 3.2 <b>Review Due:</b> Michaelmas 2025
<h1>Complaints Procedure for Parents of Current Pupils</h1>	
<b>Owner:</b> Bursar	<b>Author:</b> Bursar

- |   |
|---|
| <input checked="" type="checkbox"/> Required by ISI<br><input type="checkbox"/> ISI requires publication on website<br><input checked="" type="checkbox"/> Internal decision to publish on website<br><input type="checkbox"/> Required reading for all staff |
|---|

### Executive Summary

A complaint is an expression of dissatisfaction with a real or perceived problem. It may be made about the School as a whole, about a specific department or about an individual member of staff. This policy applies to complaints regarding current pupils. The School takes such matters very seriously and aims to resolve them as they arise. The School operates a three stage process and the procedures for each stage are detailed within this policy. This policy is intended to aid the resolution of complaints through an internal system. If, however, the complainant is dissatisfied with the outcome they may contact the Independent Schools Inspectorate.

## Supporting documents

This policy should be read in conjunction with the following School documents:

- Complaints Procedure (pupils)

To request a copy of any of the documents listed above please contact the Policies, Inspection and Strategy Coordinator:  
[g.shavesmythies@sherborne.com](mailto:g.shavesmythies@sherborne.com)

## Contents

What constitutes a complaint? .....	2
What constitutes a parent of a current pupil? .....	2
Stage One (Informal Complaint) .....	2
Responsibility Holders: .....	3
Stage Two (Formal Complaint) .....	4
Stage Three (Formal complaint to a panel appointed by the Council) .....	4
External Agencies.....	5
Complaint Record Keeping.....	5
Appendix 1 – Summary of changes in Issue 3.2.....	6

### What constitutes a complaint?

A complaint is an expression of dissatisfaction with a real or perceived problem. It may be made about the School as a whole, about a specific department or about an individual member of staff. A complaint is likely to arise if a parent believes that the School has done something wrong, or failed to do something that it should have done, or acted unfairly. Parents can be assured that all concerns and complaints will be treated seriously and confidentially. The School is here for your daughter and you can be assured that she will not be penalised for a complaint that you raise in good faith.

### What constitutes a parent of a current pupil?

A parent of a current pupil is one whose child is a current registered pupil attending Sherborne Girls during the academic year 1 September to 31 August. Once a pupil has left Sherborne Girls (i.e. after 31 December for a pupil who leaves during the Michaelmas Term, after 31 March for a pupil who leaves during the Lent Term and after 31 August for a pupil who leaves at any other time) she is no longer a current pupil of the School. A parent whose daughter has left Sherborne Girls may escalate a complaint that they have already registered informally or at any formal stage but cannot initiate a new complaint. This policy should not be used to appeal exclusions; there is an alternative process for this.

Sherborne Girls operates a three-stage process for complaints:

#### Stage One (Informal Complaint)

Most complaints or concerns can usually be addressed informally, and entirely satisfactorily, through discussion with the appropriate member of staff. As Sherborne Girls operates on a House system the first port of call for most issues related to the pupil's academic and social wellbeing should be their Housemistress or Housemaster.

An informal complaint can initially be made in writing, via the telephone or in person to the Housemistress or Housemaster. Depending on the nature of the complaint, they may suggest that

another member of School staff might be better placed to deal with it (see page 3 for examples of other responsibility holders). If this is the case, the Housemistress or Housemaster will convey this within their initial response. Whether the informal complaint is made in writing, in person or via the telephone, the relevant responsibility holder will acknowledge the complaint within three teaching days of its receipt in term time (in holiday and half term periods, within two weeks).

The responsibility holder will inform the relevant Deputy Head who line manages them, on receipt of an informal complaint and where the complaint is made verbally, the relevant member of staff will also include a note of the contents of any discussions. The responsibility holder having duly considered the issue, and acted on it, at his or her discretion will then notify the parent in writing, normally within one month of receiving the complaint (in term time, and within one month of the start of the next academic half term if it is a holiday period), confirming that the matter has been investigated and explaining what action has been taken in light of the complaint.

### Responsibility Holders:

#### **If your complaint is related to:**

The pupil's Housemaster/Housemistress  
The School's disciplinary arrangements or the pastoral support of the School

#### **Please contact:**

The Deputy Head Pastoral

The pastoral support of a tutor or the arrangements in house

The Housemaster/Housemistress of your child's house

The teaching in an academic department

The relevant Head of Department

The Head of an Academic Department or the School's Academic Policy

The Senior Deputy Head

Sport Provision

Head of Sport

Music Provision

The Director of Music

Drama Provision

The Director of Drama and Dance

The Directors of co-curricular Sport/ Music/ Drama or any issues relating to the School's co-curricular provision

The Deputy Head (Co-Curricular & Operations)

A Deputy Head, Bursar or any other member of SLT

Head

Head

Chair of Governors (via the Clerk to the Governors)

If the parent remains dissatisfied with the response provided to the informal complaint the next step is to pursue a formal complaint under Stage Two (see below).

## Stage Two (Formal Complaint)

If the parent remains dissatisfied following Stage One of the process, they should next approach either the Head or the Bursar as appropriate and formalise the complaint. The School would expect this to be done within two working weeks of receiving communication concluding the informal stage. The division of responsibility at Sherborne Girls is as follows:

The Head	all matters to do with pupils' education including discipline, co-curricular and pastoral care.
The Bursar	financial matters, buildings, grounds and equipment, Health and Safety and domestic issues.

The Head and the Bursar consult regularly, particularly when their areas of responsibility overlap. A formal complaint to the Head or the Bursar should commence with the parent briefly setting out in writing the concern together with a statement as to why it is believed that the investigation and/or action taken at the previous stage was unsatisfactory.

The Head or the Bursar will respond within three teaching days to acknowledge receipt (in holiday and half term periods within two weeks). The Head or Bursar may delegate responsibility for a further investigation into the matter to be conducted by a senior member of staff, independently of conclusions arrived at during the Informal stage. The outcome of a Stage Two investigation will be communicated to parents in writing by the Head or Bursar usually within one month of the matter coming to their attention (in term time, and within one month of the start of the next academic half term if it is a holiday period). They will also communicate the rationale behind their decision and action.

This communication may also involve a face-to-face meeting, but this will not be the case on every occasion.

## Stage Three (Formal complaint to a panel appointed by the Council)

If the parent(s) remain dissatisfied following Stage Two of this complaints procedure they should bring their concern to the attention of the Council of the Governing Body. The School would expect this to be done within two weeks of receiving communication concluding the Stage Two Complaint. Access to the Council is through the Head's PA ([HeadsPA@sherborne.com](mailto:HeadsPA@sherborne.com)). The Head's PA will inform the Chair of Governors that a complaint has been raised.

The Governors will ordinarily appoint three members as a panel to review and resolve the complaint. Panel members appointed would have had no direct involvement in the matters detailed in the complaint. One of the three panel members shall be independent of the management and the running of the School; as per DfE guidelines this person will be someone who has held a position of responsibility and is used to scrutinising evidence and putting forward balanced arguments. The panel hearing will allow for a parent to attend and be accompanied if they wish. The panel will make findings and recommendations.

The panel hearing should proceed even if the parent(s) may subsequently decide not to attend yet has not withdrawn the complaint. In this case the panel should consider the parent's complaint in

his/her/their absence and issue findings on the substance of the parent's complaint thereby bringing the matter to a conclusion. The panel should seek to accommodate parental availability for dates and consider parental comments concerning panel composition, but the Sherborne Girls Council has the final say on the composition of the panel and the date of the hearing, which would normally be within one month of the start date of the Stage Three Complaint.

The Head's PA will acknowledge receipt of the complaint within one week (in holiday and half term periods within two weeks) and communicate the final decision of the investigation or panel hearing to the various parties. The final decision will be communicated in writing to the parent, usually within 10 days of the completion of the hearing.

Where possible within the bounds of confidentiality and privacy, a copy of the findings will be provided to the complainant and, where relevant, the person complained about. A copy of the findings will be available for inspection on the School premises by the Governors and the Head.

### External Agencies

Where the School's internal procedures have been followed and a parent remains dissatisfied, the ISI may be contacted. ISI inspects all aspects of independent School education and its contact information is as follows: telephone 020 7600 0100 or email [concerns@isi.net](mailto:concerns@isi.net).

If your complaint relates to the way a safeguarding or child protection matter you raised was handled and you are concerned that it may constitute a potential failure of our Safeguarding Policy, this complaint should be referred to the local safeguarding panel: Dorset Safeguarding Children Board

### Complaint Record Keeping

The School will keep a confidential, written record of all complaints, the stage at which they are resolved and any action taken as a result of the complaint.

Teaching staff should be aware of the School's Policy on Complaint Record Keeping and note that if a complaint is raised via telephone / in person regarding a School-related issue, the member of staff receiving the concern must follow the procedure set out under Stage 1 above. A record of all formal complaints (i.e. Stages 2 and 3) and the stage at which they are resolved will be kept by the Head's PA. All correspondence must be copied to the Head's PA when received or sent, at the email address above. Records of formal complaints are available to the Council at any stage.

Correspondence, statements and records relating to individual complaints will be held with these records but kept confidential except to the extent required under paragraph 33(k) of Part 7, Schedule 1 to the Education (Independent School Standards) (England) Regulations 2014 by the Secretary of State or where disclosure is required by the ISI under Section 109 of the Education and Skills Act 2008 (as amended), or under other legal authority.

The number of formal stage two and three complaints for the preceding academic year should be recorded on this policy. *Sherborne Girls received no formal complaint from parents of current pupils during the academic year 2022 -2023.*

## Appendix 1 – Summary of changes in Issue 3.2

- The Director of Sport, Adventure and Leadership’ changed to ‘Head of Sport’; ‘The Deputy Head (Co-curricular & Planning)’ to ‘The Deputy Head (Co-Curricular & Operations)’ throughout