

Beech House School

Complaints Procedure

We treat concerns seriously and expect to be able to resolve them quickly, fairly and effectively with you, in the interests of our students.

1. In the first instance, unless it is a complicated matter when it can be useful to put the details in writing, we advise you to broach the matter with the appropriate person either by telephone or to arrange a meeting.

- ☛ Academic matters – subject teacher
- ☛ Pastoral matters – form teacher or Deputy Heads

In serious matters, it may be sensible to direct the complaint through the Deputy Heads or the Headteacher. All complaints of this nature will be dealt with within 5 working days.

2. If you feel your complaint has not been resolved after the initial approach, you should take up the matter with the Headteacher. If necessary, they will invite you into school for a formal meeting.
3. It is rare for complaints not to be resolved by the above methods, but if you wish to take it further this can only be made after an approach has been made to the Headteacher and a formal meeting has taken place.

To do this, you should write, describing your complaint, to Mr Bagnall (proprietor of Clarendon Cottage School) and send it to him in an envelope marked private and confidential via the Beech House school address. This must be received within ten working days of the meeting with the Headteacher.

He will then decide how to deal with the complaint. Once he has received your letter, you will usually receive an acknowledgement followed by a written notification of his decision no more than 15 school days later (this timing does not apply in the school holiday period).

4. If you are believe that the evidence submitted has been misinterpreted, then you must request a hearing within 5 school days, stating in writing your reasons. A hearing will be established within 15 school days. The panel will comprise of at least three people who are not directly involved in the matters detailed in the complaint, drawn up and chaired by a member of the Senior Management of Clarendon Cottage School. One member of the panel will be independent of the management and running of the school.

5. You will be expected to attend the hearing and you may be accompanied. Any costs of the hearing will be met by the losing party.
6. In all cases the findings and recommendations will be given in writing to the complainant, proprietor / Headteacher, and where relevant, the person complained about within 5 school days.
7. A written record will be kept of all complaints and of whether they are resolved at the preliminary stage or proceed to a panel hearing.
8. All correspondence, statements and records of complaints will be kept confidential, except when the statements and records are requested by for Education the Secretary of State / DCSF and Inspectors operating under section 162a of the 2002 Education Act.