

Complaints Procedure

Introduction

Derby Grammar School prides 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.
- If parents have a complaint or concern they should normally contact their son's Form Tutor. In many cases, the matter will be resolved straightaway by this means to the parents' satisfaction. If the Form Tutor cannot resolve the matter alone, it may be necessary for him/her to consult a Head of Department or Head of Year.
- Complaints made directly to a Head of Year or Head of Department will usually be referred to the relevant Form Tutor unless the Head of Year or Head of Department deems it appropriate for him/her to deal with the matter personally.
- The Form Tutor 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 an acceptable time or in the event that the Form Tutor and the parent fail to make 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.
- The Headmaster will meet with and/or speak to the parents concerned, within 10 working 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 complaints.
- Once the Headmaster is satisfied that, as far as is practicable, all of the relevant facts have been established, a decision will be reached and the parents informed 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.

Stage 3 – Submission to a Governors' Panel

- If parents seek to invoke stage 3, they will be referred to the Chairman of Governors who will appoint a Complaints Panel to hear the complaint.
- The matter will then be referred to the Complaints Panel for consideration. The Panel will consist of at least three members, not directly connected with the complaint, be chaired by a member of the Governing Body and will contain one person who is unconnected with the management or running of the school.

- The Chairman of the Panel will acknowledge the complaint within 10 working days and schedule a hearing to take place as soon as is practicable and within 28 working days.
- If the Panel deems it necessary, it may require further particulars of the complaint or any related matter be supplied in advance of the hearing.
- One other person may accompany the parents to the hearing.
- 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 the facts they consider relevant, the Panel will reach a decision and may make recommendations. The Panel will write to the parents informing them of its decisions and reasons for it. The Panel's findings will be sent in writing to parents, the Headmaster and where relevant, the person complained of.

Parents can be assured that all concerns and complaints will be treated seriously and confidentially. Correspondence, statements and records will be kept confidential except as required by the Secretary of State or under section 162A of the 2002 Education Act.