

Bradford Grammar Junior School

Complaints Policy

Policy Document

Complaints Policy

Introduction

Bradford Grammar School aims to provide the highest level of teaching and pastoral care. This Procedure is designed to ensure that any complaints are dealt with quickly and fairly.

There have been no formal complaints during the last five years.

Stage 1 – Informal Resolution

- Most complaints are resolved quickly and informally.
- If parents have a complaint, they should normally contact their son's/daughter's Form Teacher, or Deputy Head of the Junior School.
- Complaints made directly to the Headmaster of the Junior School will usually be referred to the relevant Form Teacher, or Deputy Head of the Junior School.
- A dated written record will be made of the complaint and the action taken. Our hope is that the matter will be resolved within 7 days. If this is not possible, the parents will be advised to proceed with their complaint in accordance with Stage 2 of this Procedure.

Stage 2 – Formal Resolution

- If the matter cannot be resolved informally as outlined in Stage 1, the parents should put their complaint in writing to the Headmaster of the Junior School, who may ask the Deputy Headmaster to deal with the issue, or if appropriate, pass it directly to the Headmaster of the Senior School.
- The Headmaster of the Junior School will obtain the facts of the informal stage from those who have already investigated the matter.

- The Headmaster of the Junior School will meet or speak to the parents concerned, normally within 7 days of receiving the complaint, to discuss the matter. If possible, a resolution will be reached at this stage.
- The Headmaster of the Junior School will keep written records of all meetings and interviews held in relation to the complaint.
- The Headmaster of the Junior School will make a decision once he is satisfied that all of the relevant facts have been considered. He will write to the parents explaining the decision.
- If the parents are still not satisfied, they should refer the matter to the Headmaster of the Senior School.
- If there is still no resolution of the complaint then parents should proceed **to** Stage 3 of this Procedure.

Stage 3 – Panel Hearing

- At Stage 3, the parents will be referred to the Clerk to the Governors who is authorised to call hearings of the Complaints Panel. The Clerk to the Governors will acknowledge the complaint and arrange for a hearing to take place, normally within 14 days.
- The Governing Body will appoint a Panel comprising two Governors and one person independent of the management and running of the School. No Panel member will be directly involved in the matters forming the complaint.
- The Panel may require further particulars of the complaint or any related matter to 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.

- 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 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 and whether additional meetings are required. After consideration of all relevant facts, the Panel will reach a decision within 7 days of the Hearing.
- The Clerk to the Governors will write to the parents informing them of the decision, which will be final. A copy of the letter will be sent to the Headmaster, the Governors and, where relevant, the person who is the subject of the complaint.

Parents can be assured that all concerns and complaints will be treated seriously and confidentially. Correspondence, statements and records will be kept confidential except insofar 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.

The Headmaster of the Junior School is:

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Keighley Road
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The Chair of Governors is:

Lady Lynne Morrison C/O
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