

COMPLAINTS POLICY

Parental Concerns & Complaints Policy

From time to time, parents may feel that there is a problem or concern at the College and want to make a complaint about something.

Stage One: Informal Resolution

For concerns regarding academic matters, accommodation, unfair disciplinary action, examinations, money issues or extra-curricular, sport and social matters, contact should be through the Personal Tutors in the first instance. The PT should acknowledge the complaint immediately and will forward it to the appropriate manager, for example the relevant Curriculum Director, Programme Director, House Leader or, if considered appropriate at this stage, a member of the Senior Leadership Team. A full response should be expected within seven working days. We will endeavour to solve the problem to full satisfaction, but if this is not the case then the matter should be taken on to Stage Two.

Stage Two: Formal Resolution

If a satisfactory outcome does not come out of Stage One then the complaint and details of the investigation should be passed to the Principal. Please be aware of the following points when taking a complaint to the second stage:

- Parents have every right to ask a friend, relative or agent to help with the complaint or to make it on their behalf.
- Parents must put the complaint in writing. Formal written complaints will receive an initial response within ten working days. A full response to the complainant will be given within 28 days.
- Parents can be assured that, if they make a complaint, no action will be taken against them because they made a complaint.
- Where a complaint is found to be justified, remedial action will be taken.
- Where a complaint is found to be unjustified, the Principal will reject the complaint, giving reason(s) for his decision

Stage 3: Panel Hearing

If Parents are not satisfied with the outcome of your complaint in Stage Two and wish to take the matter further, they are entitled to appeal against the Principal's decision:

- You should lodge your appeal in writing (addressed to the Chair of Governors, c/o of the College) within three working days, marking it clearly as confidential. The written appeal should include the reasons for the parents' disagreement with the decision of the Principal.
- The matter will then be referred to an Appeals Panel for consideration. The Panel will consist of at least three persons not directly involved in the matter detailed in the complaint, one of

whom shall be independent of the management and running of the College and one will be the Chair of Governors. The Chair of Governors, on behalf of the Panel, will then acknowledge the complaint and schedule a hearing to take place as soon as practicable and normally within fourteen days

- If the Panel deems it necessary, it may require that further particulars of the complaint or any related matter is supplied in advance of the hearing. Copies of such particulars shall be supplied to all parties.
- The parents may be accompanied to the hearing by one other person. This may be a relative, friend or agent. 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.
- After due consideration of all facts they consider relevant, the Panel will reach a decision and may make recommendations which it shall complete within fourteen days of the hearing.
- The Panel will write to the parents informing them of its decision and the reasons for it.

The Panel's findings and, if any, recommendations will be sent in writing to the parents, the Principal and, where relevant, the person complained of. A copy of those findings and recommendations will be available for inspection on the College premises by the Proprietor and the Principal.

A written record will be kept of all complaints that are made and –

(a) whether they are resolved following a formal procedure, or proceed to a panel hearing; and

(b) action taken by the school as a result of these complaints (regardless of whether they are upheld);

The College will also provide for correspondence, statements and records relating to individual complaints to be kept confidential except where the Secretary of State or a body conducting an inspection under section 108 or 109 of the 2008 Act requests access to them.

No formal complaints were received by the College in 2017-2018.

This policy is made available to parents on request and via the College's website as shown below:

<https://www.catseducation.com/locations/london/policies.htm>

Policy reviewed: August 2018

Next review: August 2019