



Scarborough
College

POLICY FOR COMPLAINTS FOR PUPILS, PARENTS AND GUARDIANS

This is a whole College policy, including EYFS and the boarding community.

If you have any concerns about any aspect of your child's life at the school, please contact the appropriate member of staff as soon as possible.

Although the College is determined to provide a good high quality service for pupils/students and their parents, there may be occasions where there is a cause for concern. In these circumstances, every effort will be made to resolve any difficulty as quickly as possible. However, it is far more likely that any difficulty will be resolved quickly and effectively if the structure of the complaints policy is followed. This policy applies to the whole of Scarborough College, including EYFS, and is available to all parents, staff and pupils, including boarders. Please note that if a student raises a complaint in good faith they will not be penalised.

We always endeavour to resolve complaints wherever possible informally and if a formal process is needed within the time scales set down below. However, there may be unexpected circumstances e.g. illness or family bereavement which may prevent the College from proceeding as quickly as anticipated. All formal EYFS concerns will be resolved as required by Ofsted within 28 working days.

We welcome comments and suggestions and take seriously complaints and concerns, should they arise. A 'complaint' may be generally defined as an expression of dissatisfaction about actions taken or a lack of action. An expression of worry or doubt with reassurances sought would be a concern. Any current pupil or parent(s)/guardian(s) of a pupil enrolled into the College or the EYFS may make a complaint. Complaints by pupils should follow the procedure set down for parents and guardians below.

1 Informal Resolution (a satisfactory outcome should be reached, where possible, within three working days)

If a parent, parents or a child's legal guardian have a complaint, they should contact their son's/daughter's tutor. This individual can assess whether the matter is an academic one, to be passed to the Head of Department or the Assistant Head (Academic), or a pastoral one with which they can deal, maybe in consultation with the relevant Head of Tier or Senior Deputy Head.

In most cases, we hope this would resolve the matter to the parent's satisfaction.

If there is a complaint which is linked to boarding, the relevant houseparent should be contacted, or the Assistant Head (Boarding).

If the complaint is about the individual to whom complaints should first be directed, contact should then be made to that individual's 'line manager' (for example if the complaint was about the tutor, the relevant Head of Tier should be contacted, or if it is about the relevant member of the boarding staff, the Assistant Head (Boarding) should be contacted. A written record may be kept.

However, should the matter not be resolved within a reasonable timescale, or in the event that the College and the parent(s)/guardian fail to reach a satisfactory resolution, then parents may wish to proceed with their complaint in accordance with Stage 2 of this Procedure.

2 Formal Resolution (a satisfactory outcome should be reached, where possible, within twelve working days)

If the complaint cannot be resolved on an informal basis, then the parent should put their complaint in writing to the Head. He will then decide, after considering the complaint and consulting with staff, the appropriate course of action to take.

The Head, or a delegated representative, will meet the parent concerned to discuss the matter. If possible, a resolution will be reached at this stage. It may be necessary for the Head to carry out further investigation. The Head, or representative, will keep written records of all meetings and interviews held in relation to the complaint, which will also be made available for the complainant. Once the Head is satisfied that, so far as is practicable, all the relevant facts have been established, a decision will be made and the parent(s)/guardian will be informed of this decision in writing, and reasons for the decision given.

If the parent(s)/guardian is still not satisfied with the decision, they may proceed to Stage 3 of this procedure.

Where the complaint is directed specifically at the Head or the delegated representative, the procedure will, by necessity, move to Stage 3. A written record will be kept, the date on which it was completed and the conclusion. These will be recorded on the Central Complaints Register.

3 Panel Hearing (this should take place, where possible, within thirteen working days)

If the parent(s)/guardian seeks to invoke Stage 3 (following a failure to reach an earlier resolution), they will be referred to the Clerk to the Governors, who has been appointed by the Governors to call hearings of the Complaints Panel.

The matter will then be referred to the Complaints Panel for consideration. The Panel will consist of at least three persons not directly involved in the matters detailed in the complaint, and with at least one member of the Panel who is independent of the management and running of the school. This person will be outside of the College's workforce, not involved with the day to day management of the College and not a member of the Governing body. Each of the Panel members shall be appointed by the Governors. The Clerk, on behalf of the Panel, will then acknowledge the complaint and schedule a hearing to take place.

If the Panel deems it necessary, it may require that further particulars of the complaint or any related matter be supplied in advance of the hearing. Copies of such particulars shall be supplied to all parties not later than two days before the hearing.

The parent(s)/guardian may be accompanied to the hearing by one other person. This may be a relative, teacher or friend.

If possible, the Panel will resolve the parent(s)/guardian's complaint 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 as soon as possible after the hearing. The decision of the Panel will be final. The Panel will write to all participants, including the complainants, informing them of the findings, any recommendations and the decision. These may also be sent in writing to the Board of Governors and, where appropriate, the person about whom the complaint has been made. A record of this will be kept by the Head and it will be available for inspection by the Chair of Governors.

General considerations

The Senior Management Team in the school, liaising with governors, will monitor complaints and ensure that any trend is quickly identified and managed in the best interests of our pupils.

All complaints will be treated seriously and confidentially. Correspondence, statements and records will be kept confidential and subject to the Data Protection Act for three years. The exception to this confidentiality is where the Secretary of State or a body conducting an inspection under Section 108 or 109 of the 2008 Act requests access to these records. A confidential Complaints Log is held by the Head which outlines the nature and dates of all complaints received. Where the complaint relates to boarding this is also noted in the Log.

In respect of each complaint received, and in line with policy, the Log also includes specific information as to:

- whether the complaint was resolved following an informal or formal procedure, and whether matters proceeded to a panel hearing; and
- the action that was taken by the College as a result of each complaint (regardless of whether it was upheld or not).

4 A complaint in the School holidays

If a complaint is received during the School holidays, the School will endeavour to keep to the timings for each stage identified above. If this is not possible because of key individuals being unreachable or unavailable the school will keep the complainant informed of revised timings.

5 Further Contact details:

For any complaint that is for the attention of the Governors, these should be passed to Alison Higgins (Miss) – Clerk to the Governors

Scarborough College, Filey Road, Scarborough, North Yorkshire, YO11 3BA

email: alison.higgins@scarboroughcollege.co.uk

Independent Schools Inspectorate:

Parents of pupils in the senior school (including boarders), prep school or nursery (EYFS) may contact ISI concerns@isi.net or by phone 02076000100 if they want to make a complaint or have a concern about the care of their children at the College where they believe that the College has not resolved any issue in an appropriate manner.

Ofsted:

Parents of EYFS children may also contact Ofsted on 0300 1231231 or by email enquiries@ofsted.gov.uk if they want to make a complaint or have a concern about the care of their children at the College where they believe that the College has not resolved any EYFS issue in an appropriate manner or where the conduct of the EYFS is such that they wish to make a complaint direct to Ofsted. If requested the compliant record will be made available directly to OFSTED.

The number of formal complaints received in the academic year 2021/22 was 0.

Policy Prepared by:

Mr Guy Emmett – Head

Person Responsible for Updates	Date Last Reviewed	Next Review Due
Guy Emmett	September 2023	September 2024