



# Rossall

INSPIRING EXCELLENCE

## COMPLAINTS AND APPEALS PROCEDURE (FOR PUPILS, PARENTS AND GUARDIANS)

<b>SLT Lead:</b> Senior Deputy Head (DP)	<b>Date Reviewed:</b> Summer 21
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## **ROSSALL SCHOOL**

### **COMPLAINTS AND APPEALS PROCEDURE (FOR PUPILS, PARENTS AND GUARDIANS)**

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.

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 / guardian of a pupil enrolled into the school or the nursery may make a complaint.

#### Rossall wishes to ensure that:

- Those wishing to raise concerns know how to do so
- We respond to complaints promptly and in a courteous and efficient way
- We listen and take complaints seriously
- We take action where appropriate
- A complaint will not lead to repercussions for the complainant
- Your complaint will be treated in a confidential manner and with respect

#### Informal Resolution:

- For concerns about the curriculum or the pastoral life of the school, please contact the Senior Deputy Head
- For matters regarding finance, fees and non-academic services please contact the Bursar. One of the Deputy Heads or Senior Deputy Head may be involved at this stage.
- For any other concerns please contact the Senior Deputy Head.

Informal complaints will normally be dealt with within 10 working days including communication of resolution. This may be longer during school holidays.

#### Formal Resolution

If you remain unhappy, please contact the Head. This should be done in writing. The Head will conduct an investigation of the complaint and may interview any members of staff or pupils involved. The Head may ask to meet you at a mutually convenient time, normally within 5 working days of receiving the complaint, for a discussion of the problem. The Head may appoint the Senior Deputy Head to carry out the investigation on their behalf if they have not already been involved in the informal resolution above.

The Head will keep written records of all meetings and interviews held in relation to the complaint and of the final recommendations and action taken. Once the Head is satisfied that, as far as practicable, all of the relevant facts have been established, the Head will make a decision and communicate this in writing to the complainant.

Formal complaints will normally be dealt with within 15 working days from notification in writing. This may be longer during school holidays.

### Appeals

If you are not satisfied, the Head will offer to refer the matter to the Chair of Council, Mr Chris Holt (for contact details see below).

The Chair of Council will refer the matter to a Complaints Panel for consideration. This Complaints Panel will not include the Chair of Council. This will consist of at least two persons not directly involved in matters detailed in the complaint. The panel will be appointed by the Chair of the Council and will include a member independent of the management and running of the School. A hearing will usually be scheduled within 15 working days. You can write to the independent member in confidence c/o the Bursar.

The panel will carry out a full investigation and if they deem it necessary, they may require further particulars of the complaint to be supplied in advance of the hearing. Copies of such particulars shall be supplied by all parties not later than 5 working days prior to the hearing.

The complainant may be accompanied to the hearing by one other person. This may be a relative, teacher or friend. Legal representatives will not normally be appropriate.

If possible the panel will resolve the complaint immediately. If further investigation is needed, the panel will respond within 5 working days. The panel will write to the complainant informing them of their decision and the reasons for it. The decision will be final. The panel's findings and, if any, recommendations will be sent in writing to the complainant, the Head, the Chair of Council and where relevant, the person to whom the complaint refers. A record of the findings and recommendations will be made available on the School premises for inspection.

### Complaints against the Head

If the complaint is against the Head it will be referred to the Chair of Council directly and the Appeals procedure above will be followed.

### Further information

If the School's complaints procedure has been exhausted, the complainant will be informed in writing that the School cannot settle the complaint. The School will signpost the parents or guardians towards a certified Alternative Dispute Resolution (ADR) provider stating whether or not the School intends to use ADR in that particular instance.

A written record of all complaints, recommendations and actions taken is kept for 3 years as well as an indication of whether they were resolved at a preliminary stage or if they proceeded to the Chair of Council, a panel hearing, or beyond. Correspondence, statements and records relating to individual complaints and outcomes will be kept confidential except where required by the Secretary of State or a body conducting an inspection under Section 109 of the Education and Skills Act, 2008.

### 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 the School will keep the complainant informed of revised timings.

### Contact Details

#### **Mr Chris Holt, Chair of Council:**

c/o Rossall School, Broadway, Fleetwood, Lancashire, FY7 8JW

E-mail: [c.holt@rossall.org.uk](mailto:c.holt@rossall.org.uk)

#### **Ofsted:**

Parents of EYFS children can contact Ofsted on 0300 123 1231 or by email [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk) if they want to make a complaint or have a concern about the care of their children at the school.

#### **Independent Schools Inspectorate:**

Parents of boarders and pupils in the senior school, prep school or nursery (EYFS) can contact the ISI if they wish to make a complaint on 020 7600 0100 or by email [concerns@isi.net](mailto:concerns@isi.net) .