

COMPLAINTS PROCEDURE (Appendix 2, p.59 of Parent Handbook)

The WCCS complaints procedure is provided to parents of current and prospective pupils, and to all staff. It is also posted on in the School's website, www.choirschool.com. Boarding pupils have their own, separate complaints procedure, which is displayed publicly in the boarding house, and available to parents upon request.

The School's complaints procedure complies with Standard 5 of the National Minimum Standards for Boarding Schools. The Independent Schools Inspectorate (ISI) is the regulatory body which now inspects boarding schools.

ISI is not responsible for individual complaints about the day-to-day running of a school. The chain of complaint is:

1. Head Master
2. Governing body
3. Department for Education

(There is a possibility that Local Authorities may be involved in the chain of complaint; for example, when the complaint concerns prolonged absences from school or statements of special educational needs.)

Guidance on school issues can be obtained from DFE public enquiries.

Tel 0370 000 2288

As a parent of a child at the School, you will be informed when the school is about to be inspected. The inspection team cannot investigate or comment on individual complaints, but will look for examples of the School's compliance with its own policies and with regulatory requirements.

Stage 1 – Informal resolution

- It is hoped that most complaints and concerns will be resolved quickly and informally at the Form Tutor/Teacher level, within seven working days

Stage 2 – Formal resolution

- If a complaint cannot be resolved on an informal basis, then parents should put their complaint in writing, within seven working days, to the Head Master. The Head Master will then decide the appropriate course of action to take
 - A written record will be kept of all formal complaints, and of how, and at what stage, they were resolved
 - In most cases the Head Master will meet with the parents concerned, normally within seven 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 Head Master to carry out further investigations
 - The Head Master will keep written records of all meetings and interviews held in

relation to the complaint and may ask his PA to record the meeting

- Once the Head Master is satisfied that, so far as practicable, all the relevant facts have been established, a decision will be made and parents will be informed of this decision in writing. The Head Master will also give reasons for his decision

- Stage 2 of the process will be completed within 28 days (unless holidays dictate that it is not practicable to do so)

- If parents are still not satisfied with the decision, they should proceed to stage 3 of this procedure

Stage 3 – Panel hearing

- If parents seek to invoke Stage 3 (following failure to reach an earlier resolution) they will be referred to the Clerk of 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, one of whom shall be independent of the management and running of the School. Each of the panel members shall be appointed by the Board of Governors. The Clerk to the 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 be supplied to all parties not later than seven 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 is not 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 the 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 decision of the Panel will be final. The Panel's findings and, if any, recommendations will be sent in writing to the parents, the Head Master, the Governors and, where relevant, the person about whom the complaint has been made.

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.

Parents may ask for the number of complaints registered under our formal Complaints Procedure during the preceding School year.

Tel 020 7931 6099 Email office@choirschool.com