

BRANDESTON
HALL



FRAMLINGHAM
COLLEGE

COMPLAINTS AND GRIEVANCE PROCEDURE

Introduction

Framlingham College and Brandeston Hall pride themselves on the quality of the teaching and pastoral care provided to its pupils. However, if parents find that they have cause to complain, they can expect the schools to act in accordance with the following Procedure.

Stage 1 – Informal Resolution

- It is hoped that most complaints and concerns will be resolved quickly and **informally**.
- If parents have a complaint they should normally contact their son/daughter's Form Tutor (Brandeston) or Housemaster/Housemistress (Framlingham). In many cases, the matter will be resolved straightaway by this means to parents' satisfaction. If the complaint cannot be resolved, it may be necessary to consult the Second Master (Framlingham) or Head of Pastoral Care (Brandeston).
- Naturally there will be some concerns where it may be more appropriate to contact the Head of Activities, Sport, Music or Drama in the first instance.
- Complaints made directly to a Head of Department, Second Master, Head of Pastoral Care or the Headmaster will usually be referred to the relevant Tutor or Housemaster/Housemistress unless it is deemed appropriate for it to be dealt with directly.
- The Tutor or Housemaster/Housemistress will make a written record of all concerns and complaints and the date on which they were received. Should the matter not be resolved within two weeks or in the event that the Tutor or Housemaster/Housemistress and parent fail to reach a satisfactory resolution then the parents will be advised to proceed with their complaint in accordance with stage 2 of this Procedure.

Stage 2 – Formal Resolution

- If the complaint cannot be resolved on an informal basis, then the parents should put their complaint in writing to the relevant Headmaster. The Headmaster will decide, after considering the complaint, the appropriate course of action to take.
- In most cases, the Headmaster will discuss the matter with the parents concerned, normally within 5 days of receiving the complaint. If possible, a resolution will be reached at this stage.

- It may be necessary for the Headmaster to carry out further investigations. At this stage the Headmaster will normally consult with the Chairman or their Deputy. Where the complaint has been made to the Headmaster of Brandeston Hall, he will also consult with the Headmaster of Framlingham College.
- The Headmaster will keep written records of all meetings and interviews held in relation to the complaint.
- Once the Headmaster is satisfied that, so far as is practical, all of the relevant facts have been established, a decision will be made and parents will be informed of this decision in writing. The Headmaster will also give reasons for his/her decision.
- If the 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 Chairman of the Appeals Committee, 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 two Governors plus one person not involved in the management or running of the College. Each member of the panel will be appointed by the Chairman of the Appeals Committee. None of the members of the Panel will have been directly involved in the matters detailed in the complaint. The complaint will be acknowledged and a hearing will be scheduled to take place as soon as practical and normally within 14 days.
- 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 2 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. 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 3 days of the Hearing. The Panel will write, (in hard copy form, and/or by email), 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, (in hard copy form, and/or by email), to the parents, both Headmasters, the Governors and, where relevant, the person subject to the complaint. A copy of the findings and any recommendations will be made available for inspection on the school premises by the proprietor and the Headmaster.

- Details of all complaints received will be retained at the school, together with a record of whether they were resolved at the preliminary stage or after proceeding to a Panel hearing.

Ofsted

Parents and boarders should be aware that in addition to the above they are entitled to contact Ofsted regarding any complaints concerning boarding welfare, although the schools would always hope to be able to resolve such matters without the need for this step. Ofsted can be contacted by: Telephone 08456 404045; email enquiries@ofsted.gov.uk

Parents can be assured that all concerns and complaints will be treated seriously and confidentially. Correspondence, statements and records will be kept confidential except in so far as is required of the school by paragraph 6(2)(j) of the Education (Independent Schools Standards) Regulations 2003; by the Secretary of State for Children, Schools and Families, or the Secretary of State for a successor body; where disclosure is required in the course of the school's inspection; or where any other legal obligation prevails.

Number of complaints received by Framlingham College academic year 2008/2009 - 1

Number of complaints received by Brandeston Hall academic year 2008/2009 - 3

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