

BOYS' COMPLAINTS PROCEDURE

WHAT TO DO IF BOYS HAVE A COMPLAINT

1. If you have a complaint about any boy, or about any member of staff, or about any aspect of school life, you should tell your Division Master/Mistress or whomever you feel comfortable with, about it as soon as possible.
2. The Division Master/Mistress will listen carefully to the complaint and will act upon it as follows:

Either (a) The matter will be sorted out on the spot

Or (b) The details will be reported to the Headmasters.

3. The details of each complaint must be recorded in the Complaints Book, which is kept in the Headmasters' study. The "Action Taken" column must be completed.
4. Boys may, of course, complain to any member of staff. In this event he or she will act as indicated above.
5. Mrs Sally Whittaker has been appointed "Ludgrove Independent Listener Ombudsman".

Any boy who wishes to complain about anything, but who feels that he may not otherwise get a fair hearing, may complain direct to her. A boy in such a position, should apply to the School Office and an interview will be arranged.

6. The Headmasters are responsible for seeing that all the boys are aware of their right to make a complaint and of the procedure to be followed. They are also responsible for seeing that each complaint is properly resolved. Each entry in the Complaints Book will be initialled by a Headmaster.

LUDGROVE PARENTS COMPLAINTS PROCEDURE

Ludgrove School has long prided itself on the quality of the teaching and pastoral care provided to its pupils. However, if parents do have a complaint, they can expect it to be treated by the school in accordance with the procedure set out below. This policy is available to parents of pupils and prospective parents on request.

Stage 1 – Information Resolution

- It is hoped that most complaints and concerns will be resolved quickly and informally.
- If parents have a complaint they should normally contact the Headmasters or the Headmaster's wife. In many cases, the matter will be resolved straightaway by this means to the parents' satisfaction.
- The Headmasters and the Headmaster's wife will make a written record of all concerns and complaints and the date on which they were received and of whether they were resolved at a preliminary hearing or if they proceed to a panel hearing. Should the matter not be resolved within a week, 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 Headmasters. The Headmasters will decide, after considering the complaint, the appropriate course of action to take.
- In most cases a Headmaster will speak to the parents concerned, normally within 3 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 Headmasters to carry out further investigations.
- The Headmasters will keep written records of all meetings and interviews held in relation to the complaint.
- Once the Headmasters are satisfied that, so far as is practicable, all the relevant facts have been established, a decision will be made and the parents will be informed of this decision in writing. The Headmasters will also give reasons for their 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 of this procedure, they will be referred to Peter Whittaker, 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. Peter Whittaker, on behalf of the Panel, will then acknowledge the complaint and schedule a hearing to take place as soon as practicable and normally within 21 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 7 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 21 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 Headmasters, the Governors and, where relevant, the person complained of.

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) Regulation 2003; where disclosure is required in the course of the school's inspection; or where any other legal obligation prevails.

Boarders and parents may contact OFSTED at: Royal Exchange Buildings
St Ann's Square, Manchester, M2 7LA 08456 404045, 0300 1231231
enquiries@ofsted.gov.uk

As of January 2012, no complaints have been registered under our formal procedure during the last school year.