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.

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 the Headmaster or the Headmaster's wife. In many cases, the matter will be resolved straightaway by this means to the parents' satisfaction.
- Should the matter not be resolved within 5 working days, 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 Headmaster. The Headmaster will decide, after considering the complaint, the appropriate course of action to take.
- In most cases the Headmaster will speak to the parents concerned, normally within 3 working 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 Headmaster to carry out further investigations which may take up to 5 working days.
- 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 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 Headmaster 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.
- In the case of a complaint against the Headmaster parents should contact the Chairman of the Governors c/o the Clerk to the Governors, Ludgrove, Wokingham, Berks RG40 3AB. They will respond within the same timeframe as above.

Stage 3 – Panel Hearing

- If parents seek to invoke Stage 3 of this procedure, they will be referred to The Reverend Hannah Higginson, 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. Hannah Higginson, 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 working 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 working 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 5 working 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 complainant and, where relevant, the person complained about. The findings will also be available for inspection on the school premises by the Headmaster and the Governors.

- The Headmaster 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 the formal stage (stage 2) or if they proceeded to a panel hearing (stage 3) and the action taken by the school as a result of these complaints (regardless of whether they are upheld)

Parents can be assured that all concerns and complaints will be treated seriously and confidentially. Correspondence, statements and records will be kept confidential except where the Secretary of State or a body conducting an inspection under section 108 or 109 of the Education and Skills Act 2008 requests access to them.

Boarders and parents may contact ISI at: Ground Floor, Cap House, 9-12 Long Lane, London EC1A 9HA. Tel. 0207 600 0100 concerns@isi.net

Reviewed 21st October 2026

SWTB

This Policy is available on the school's website

As of September 2025 no complaints have been registered under our formal procedure during the last school year.