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Author:	Lewis Hayward
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# UCS Junior Branch Complaints Policy

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This policy is available to current and prospective parents both on the school website and on request from the school office.

There may be occasions on which parents wish to draw to the school's attention a matter of concern regarding their son's education or happiness at school. All such complaints will be treated seriously and, as far as possible, confidentially (except in so far as is required of the school by the Education [Independent Schools Standards] Regulations of 2003). Our aim is always to resolve such issues quickly, informally and personally.

A termly written record of all parental concerns is kept by the Headmaster of the Junior Branch.

## **Informal Resolution**

It is hoped that all complaints and concerns will be resolved as early and as informally as possible. Where parents have a complaint, it should initially be discussed with an

appropriate member of staff (the form-teacher or relevant subject teacher). If this member of staff is unable to resolve the matter alone, it may be necessary for him/her to consult one of the Deputy Heads, or the Headmaster.

Complaints made directly to a senior teacher or to the Headmaster will usually be referred to the relevant form-teacher or subject teacher, unless the senior teacher thinks it appropriate to deal with the matter personally.

Whenever a complaint is received, a written record will be kept by the teacher who receives the complaint, logging its nature and the date on which it was received. If the matter has not been satisfactorily resolved within fourteen days, then parents may choose to proceed to a formal resolution of their complaint. The procedure for this is outlined here.

### **Formal Resolution**

If the matter cannot be resolved informally, then parents should put their concern in writing to the Headmaster, who will decide the appropriate course of action. A full record will be kept of the complaint and of the action taken in respect of it. It is likely that the Headmaster will wish to meet personally with the parents in order to discuss the matter, normally within seven days of receiving the complaint. It may be that the matter can be resolved at this meeting, or the Headmaster may think it necessary to carry out further investigations. He will always keep the parents fully informed (by letter, telephone, email or in person) of the ways in which the issue is being handled. When the

Headmaster has reached his decision, the parents will be informed in writing, with a full account of the Headmaster's reasoning, which will be provided at a maximum interval of ten working days following notification of the original complaint.

### **Independent Resolution**

If parents are not satisfied with the Headmaster's decision, they may pass their complaint on to the Council of UCS who will establish an appropriate Panel to consider the matter. The particular arrangements for this stage of the procedure will be communicated to parents at the time.

The Panel will comprise of at least three people, two of whom are members of the Council of UCS and one whom shall be independent of the management and running of the school. Members of the Panel will be appointed by the Council of UCS and will not have been involved in the matters detailed in the complaint. Hearings will be held within 28 working days of the approach to Council. The parents will be invited to attend, and have a right to be accompanied by one other person (this may be a relative, teacher or friend; legal representation will not normally be appropriate). Other relevant evidence may be heard.

If possible, the Panel will resolve the 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, the Panel will reach a decision and may make recommendations. This process

will be completed within seven working days of the hearing. A copy of the findings and recommendations will be sent by electronic mail or otherwise given to the complainant and, where relevant, the person complained about. They will also be available on the school premises for inspection by the Chairman of Council, the Headmaster and the Council of UCS. The decision of the Panel will be final.

The school keeps a written record of all complaints, and whether they were resolved at the preliminary stage or proceeded to a panel hearing. Correspondence, statements and records relating to individual complaints are kept confidential (except where the Secretary of State or a body conducting an inspection under section 109 of the 2008 Act, as amended, requests access to them) and are kept in the Headmaster's office.

### **The Rights of Pupils**

If a pupil wishes to raise a complaint personally, he should speak directly with his form teacher, or, if he wishes, with the Deputies or Headmaster. The matter will then proceed towards informal resolution. If it is not satisfactorily resolved in this way, the pupil's parents should follow the procedure for formal resolution outlined above.