



## Myddelton College

Denbigh, Denbighshire, LL16 3EN

### COMPLAINTS PROCEDURE

#### Introduction

The College prides itself on the quality of the teaching and pastoral care provided to its pupils. As an independent school, it is a self-regulating community independent of the state system of education. The College aims to work co-operatively and in partnership with parents and students. It is recognised, however, that there will be times when issues arise that are not resolved to the satisfaction of some, and that they will wish to make a complaint.

- It is hoped that most complaints and concerns will be resolved quickly and **informally** for both parents and students.

#### Complaints Procedure for Parents

##### Level 1 – Informal

- If parents want to make a complaint they should **write** to the Deputy Head giving full details of their complaint. If the complaint is about the Deputy Head then parents should write to the Head of Academics at the school. All contact telephone numbers and email addresses of the Senior Management team can be gained by contacting the school office or on the school website.
- Complaints made verbally to the Deputy Head may still be processed if deemed to have potential to affect the safety and/or wellbeing of the students, or the reputation of the College.
- Complaints made directly to the Deputy Head will usually be referred to the relevant member of staff unless it is deemed appropriate for him to deal with the matter personally. The Deputy Head will ensure that the complaint is dealt with as quickly and effectively as possible, and that parents are fully informed of the outcome.
- Once a complaint is received the Deputy Head will contact the parents concerned, normally **within 7 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 Deputy Head to carry out further investigations.
- The Deputy Head will keep written records of all meetings and interviews held in relation to the complaint.
- Once the Deputy Head is satisfied that, so far as is practicable, all of the relevant facts have been established, a decision will be made and parents will be informed of this decision in writing. Reasons for their decision will be given.

## Level 2 – Formal

- If parents are not satisfied with the outcome after following the Level 1 procedure then they should write to the Headteacher with details of the complaint and the reason why they are not satisfied with the outcome from the Level 1 procedure.
- and the Board of Directors
- The Headteacher shall investigate fully the nature of the complaint and will obtain, from the Deputy Head, all the previous documentation and correspondence relating to the complaint.
- The Headteacher will acknowledge the complaint within **5 working days** and respond to the complaint within **10 working days**.

## Level 3 - Appeals

- If after the Level 1 and Level 2 procedures are completed, the complainant is still not satisfied with the outcome then they can formally appeal the decision and have the right to have the complaint heard by a specially convened board selected by the Directors.
- The parents should write to the College Secretary requesting an appeal. They should make clear the reason they are dissatisfied with the outcome of the Level 2 process.
- The College Secretary will then inform the Directors and the Headteacher
- The Headteacher shall hand over all of the evidence gathered and all of the findings from the Level 1 and Level 2 investigations.
- The Board of Directors will then acknowledge the complaint within **5 working days** and schedule a hearing to take place as soon as practicable and normally **within 21 working days**.
- The hearing shall include a Director and at least three other people who have not had any prior involvement with the complaint.
- The hearing shall include one person on the panel who is independent of the management and running of the school.
- If the Chair 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 hearing will resolve the parents' complaint immediately without the need for further investigation.
- Where further investigation is required, the Board of Directors will decide how it should be carried out. After due consideration of all facts they consider relevant, the Board of Directors will reach a decision and may make recommendations, which it shall normally complete within **14 days of the Hearing**. The Board of Directors will write to the parents informing them of its decision and the reasons for it. The decision of the Board of Directors

will be final. The findings and, if any, recommendations will be sent in writing to the parents, Head of Pastoral, 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 under paragraph 6 (2) (j) of the Education (Independent Schools Standards) (Wales) Regulations 2003 except where disclosure is required for the National Assembly or a body conducting an inspection under section 163 of the 2002 Act requests access to any documents relating to the complaint.**

## **Complaints procedure for Students**

We value the opinions of our students highly and there are many places within the College which allow students to voice their concerns. For example; there are Student Council Representatives who attend council meetings for the school who should bring any issues to the attention of the Head of Pastoral. Students also have the opportunity during the day to talk to tutors, head of departments, matrons, to raise any concerns.

Students should expect any complaint that they may have to be taken seriously without reprisal. Any member of staff will endeavour to resolve the situation and get back to the student as soon as possible.

Complaints can also be raised informally or formally.

### **Level 1 – Informal**

- Complaints can be raised informally and verbally with a House Mistress/Master, Tutor, Teacher, Head of Pastoral, Head of Academics, Headmaster, etc. Any feedback to the student will be given within a reasonable time.

### **Level 2 – Formal**

- If the issue is very serious or the student believes that the informal complaint did not resolve the situation, then a formal complaint should be made to a Deputy Head.
- This formal complaint can be made in person or in writing. The Deputy Head will investigate the matter fully, gathering evidence and keeping a full written record. The student making the complaint will be informed of any judgement made. Once again, every effort will be made to deal with any issue raised in this way within a reasonable time.

### **Level 3 - Appeals procedure**

- If after stages 1 and 2 of the complaints procedures a student is not satisfied then they can request a meeting with the Headteacher to review the complaint. At this meeting, the student has the right to ask their parent to attend with them or to be accompanied by a member of the Prefect team to support their case. Minutes of the meeting will be recorded and kept on the students file and logged in the complaints file .

## **Confidentiality**

As per regulation 7 (k) of the Independent School Standards

All correspondence, statements and records of complaints are to be kept confidential. *(Note this does not apply to the requirement of the school to provide parents and other interested parties with information about the number of complaints registered under the formal procedure during the preceding year, nor to inspectors conducting inspection under section 163 of the Education Act 2002, or to the National Assembly, should they ask for access to such records).*

## **Complaint Regarding the Welfare of Boarders**

Under Standard 5 of the National Minimum Standards for Boarding Schools 2003 all boarders, parents and families have the right to raise any welfare concerns or complaints. Myddelton College will be inspected regularly by the Care Standards Inspectorate for Wales and boarders have an opportunity to discuss 'life as a boarder' and can raise any matters of concern. Parents and boarders with complaints or welfare concerns can contact the Care Standards Inspectorate for Wales at any time on 0300 7900126 or visiting [www.cssiw.org.uk](http://www.cssiw.org.uk)

CSSIW North Wales  
Government Buildings  
Sarn Mynach  
Llandudno Junction  
Conway  
LL31 9RZ

All Staff at Myddelton college in the school and in the boarding house are made aware of how the Complaints Procedure works and will be able to inform families how to raise a concern or direct them to the website where they can download the information on the procedures of complaints.

## **Annual Updated & Review**

This Complaints Procedure will be reviewed annually.

Parents may contact the Head to ask for the number of formal complaints during the previous academic year. All records of complaints will be kept for a minimum of three years. Myddelton College will provide on request to Estyn a written record of all complaints made during a specific period and the action that was taken as a result.

September 2015

Review date July 2016  
Second Review Date January 2017  
Third Review Date January 2019  
Forth Review Date February 2019