



Complaints Procedure

This is a whole school policy.

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Action	Responsibility	Date
Reviewed	Mr Ian Lloyd	17 February 2021
Approved	Mr Andy Allman	18 February 2021
Next Review	Mr Ian Lloyd	February 2022

COMPLAINTS PROCEDURE

Introduction

The College prides itself on the quality of the teaching and pastoral care provided to its students. 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 Headmistress giving full details of their complaint. If the complaint is about the Deputy Headmistress then parents should write to the Senior Deputy Headmaster at the school. All contact telephone numbers and email addresses of the Senior Leadership Team can be gained by contacting the College office or on the College website.
- Complaints made verbally to the Deputy Headmistress 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 Headmistress will usually be referred to the relevant member of staff unless it is deemed appropriate for her to deal with the matter personally. The Deputy Headmistress 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 Headmistress 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 Headmistress to carry out further investigations.
- The Deputy Headmistress will keep written records of all meetings and interviews held in relation to the complaint.
- Once the Deputy Headmistress 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 Senior Deputy Headmaster with details of the complaint and the reason why they are not satisfied with the outcome from the Level 1 procedure.
- The Senior Deputy Headmaster shall investigate fully the nature of the complaint and will obtain, from the Deputy Headmistress, all the previous documentation and correspondence relating to the complaint.
- The Senior Deputy Headmaster 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 Headmaster.
- 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 Headmaster.
- The Senior Deputy Headmaster shall hand over all of the evidence gathered to the Headmaster and all of the findings from the Level 1 and Level 2 investigations.
- The Headmaster 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 or a Senior Member of Staff who has not been included in the process and at least two 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 Headmaster and Board will decide how it should be carried out. After due consideration of all facts they consider relevant, the Headmaster and Board will reach a decision and may make recommendations, which it shall normally complete within 14 days of the Hearing. The Headmaster and Board will write to the parents informing them of its decision and the reasons for it. The decision of the Headmaster and Board will be final. The

findings and, if any, recommendations will be sent in writing to the parents, Headmistress 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 Parliament Representatives who attend parliament meetings for the College who should bring any issues to the attention of the Deputy Headmistress. Students also have the opportunity during the day to talk to Tutors, Heads of House, and Senior Leaders 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 Head of House, Tutor, Teacher. 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 the Deputy Headmistress.
- This formal complaint can be made in person or in writing. The Deputy Headmistress 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 Senior Deputy Headmaster 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).

Complaints 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 Care Inspectorate Wales at any time on 0300 7900126 or visiting <https://careinspectorate.wales>

Care Inspectorate Wales
Welsh Government Office
Sarn Mynach
Llandudno Junction
Conwy
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 Headmaster 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.