



Reviewed (MBR) June 2017

This procedure is made available to current parents via the Parent Portal and prospective parents via the school website. It is also available on request from the school office.

St Michael's has long prided itself on the quality of 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 this procedure.

Stage 1: Informal Resolution 10 working days

1. It is hoped that most complaints and concerns will be resolved quickly and **informally**.
2. If parents have a complaint they should normally contact their son's / daughter's Form Teacher. (see *Communication Flowchart in Parent Portal (Policies)*). In many cases the matter will be resolved straightaway to the parents' satisfaction. If the Form Teacher cannot resolve the matter alone it may be necessary for him / her to consult the Head of Department (in the case of Pre-Prep and Juniors) or one of the Deputy Heads (in the case of the Senior School).
3. The Form Teacher will make a written record of all concerns and complaints and the date on which they were received. Should the matter not be resolved within 10 days, or in the event that the Form Teacher, Head of Department or Senior Deputy Head and the parent fail to reach a satisfactory resolution then parents will be advised to proceed with their complaint in accordance with Stage 2 of this procedure.

Stage 2: Formal Resolution

1. 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 the appropriate course of action.
2. In most cases the Headmaster will meet 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.
3. It may be necessary for the Headmaster to carry out further investigations.
4. The Headmaster will keep written records of all meetings and interviews (and correspondence) held in relation to the complaint.
5. Once the Headmaster 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 normally within 10 working days from the start of Stage 2. The Headmaster will also give reasons for his decision.
6. If parents are still not satisfied with the decision they should proceed to Stage 3 of this procedure.

Stage 3: Panel Hearing

1. If parents seek to invoke Stage 3 (following a failure to reach an earlier resolution), the matter will then be referred to the complaints panel for consideration, **who will appoint a Conveyor**. 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 Governors.
2. The **Convenor**, on behalf of the panel, will then acknowledge the complaint and schedule a hearing to take place as soon as practicable and normally within 5 working days. The hearing may or may not include the person/s directly involved in the matters detailed in the complaint.
3. 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 1 day prior to the hearing.
4. The parents may be accompanied to the hearing by one other person. This may be a relative, teacher or friend.
5. If possible, the panel will resolve the parent's complaint immediately without the need for further investigation.
6. Where further investigation is required, the Panel will decide how it should be carried out. After due consideration of all facts they consider relevant, the Panel will reach a decision and may make recommendations which it shall complete within 3 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 Headmaster, the Governors and, where relevant, the person complained of.
 - i) A copy of the panel's finding and any recommendations will be kept on the school premises for inspection by Governors and the Headmaster.
 - ii) 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 disclosure is required in the course of the School's inspection; or where any other local legal obligation prevails.
 - iii) The school will keep records of all complaints and actions taken regardless of whether the complaint was upheld.

During Academic Year 2015 - 2016 there were no complaints that reached the formal level.