

PARENTAL COMPLAINTS PROCEDURE

Introduction

Campion 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 this Procedure.

Parents can be assured that all concerns and complaints will be treated seriously and confidentially. Correspondence, statements and records relating to individual complaints will be kept confidential.

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 their son/daughter's Year Tutor (Senior School) or the Head of Juniors. In many cases, the matter will be resolved straightaway by this means to the parents' satisfaction. In the Senior School, if the Year Tutor cannot resolve the matter alone, it may be necessary for him/her to consult a head of department or the Head of Seniors.
- Complaints made directly to a head of department/Head of Seniors/the Headmaster will usually be referred to the relevant Year Tutor unless the former deems it appropriate for him/her to deal with the matter personally.
- The Year Tutor or Head of Juniors 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 5 working days** or in the event that the Year Tutor/ Head of Juniors and the parent fail to reach a satisfactory resolution then parent will be advised to proceed with the 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 Head will decide, after considering the complaint, the appropriate course of action to take.
- In most cases, the Head will meet the parents concerned, normally **within three 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 Head to carry out further investigations.
- The Head will **keep written records** of all meetings and interviews held in relation to the complaint.
- Once the 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. The Head will also give reasons for his/her decision.

- If parents are still not satisfied with the decision, they should proceed to Stage 3 of this Procedure.

Stage 3 – Panel Hearing

- If parents seek to invoke Stage 3 (following a failure to reach an earlier resolution), they will be referred to **the Convenor**, Mr Panagiotis Zisis, Treasurer of the Board of Trustees, who will call a hearing of the Complaints Panel.
- The matter will then be referred to the Complaints Panel for consideration. The Panel will consist of three persons not directly involved in the matters detailed in the complaint plus one other individual who will be independent of the School. Each of the Panel members shall be appointed by the Convener, on behalf of the Board, who will then acknowledge the complaint and schedule a hearing to take place as soon as practicable and normally **within 7 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 3 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 facts they consider relevant, the Panel will reach a decision within 10 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 parents, the Head, the Trustees and, where relevant, the person complained of.