

Complaints Procedure at Packwood Haugh School

As required, by the Education (Independent Schools Standards) Regulations 2003, there is a Complaints Procedure at Packwood. It is hoped that most complaints or concerns will be resolved quickly and informally, by contacting the pupil's teacher, tutor, houseparent, or the headmaster. This policy is also applicable to all staff and pupils of Packwood Haugh School.

A written record will be kept of all concerns and complaints and the date on which they were received. The stage of resolution will be recorded on the complaint record (informal, formal or at a panel hearing).

If a complaint cannot be resolved informally, it should be made to the headmaster in writing, and the headmaster will respond within 7 days. Again a written record will be kept of all meetings and discussions. The headmaster will notify the parents of his decision in writing, and will give reasons for his decision. Any complainant will be notified of the outcome of an investigation within 28 days of the school having received the complaint.

If parents are not satisfied with the decision, the matter may be referred to the governors, who will convene a panel, within 14 days, of at least 3 individuals not directly involved with the complaint (one of whom will be independent of the management and running of the school). The panel's decision will be reached and recorded in writing in 14 days from the hearing. The decision will be listed in the School's complaints' record.

Parents are entitled to attend (and be accompanied by one other person) at any formal hearing. The findings and recommendations of the panel will be made known to the relevant parties. A copy of these will be sent by email or otherwise given to the complainant and, where relevant, the person complained about. The panel will also make these available for inspection at the school by the headmaster.

Parents can be assured that all concerns and complaints will be treated seriously and confidentially.

Correspondence, statements and records will be kept confidential except in so far as is required of the school by paragraph 6(2)(j) of the Regulations; where disclosure is required in the course of the school's inspection by Ofsted or ISI; or where any other legal obligation prevails. (The number of complaints registered under the formal procedure during the preceding school year is available on request.)

A complaint is kept on record for a period of three years.

Should parents of pupils at Packwood have any concerns about their child's welfare which they do not feel have been resolved satisfactorily by the school, they may choose to contact:

Ofsted
Royal Exchange Buildings
St Ann's Square
Manchester
M2 7LA
Tel: 0845 6404040
enquiries@ofsted.gov.uk

or

Independent Schools' Inspectorate
CAP House
9-12 Long Lane
London
EC1A 9HA
Tel: 020 7600 0100
www.isi.net