



Complaints Procedure (Parents)

If you have any concerns about any aspect of your child's life at School, please contact an appropriate member of staff as soon as possible. This might be the Housemaster or Head of Department, the Delegated Named Person of your son's House or any member of the School Leadership Team or the Headmaster. Raising a concern quickly can often lead to a full resolution of the issue and avoid further worry or pressure for both you, the parent, or the pupil. It might be helpful to email or write down a complaint, but a telephone message is equally acceptable. The School will deal with your complaint as quickly as possible and in proportion to its severity. You will receive a rapid acknowledgement of your complaint, and we aim to respond to straightforward complaints within 7 days. If this is impractical we will respond as soon as possible thereafter, bearing in mind that there might be a delay if School holidays intervene.

Some complaints will be more complex than others and require input from multiple members of staff and take longer to resolve. You might be invited to meet with School staff prior to a formal response if this is seen as potentially mutually beneficial. Once the School has fully considered its response, you will receive a letter/email.

Two issues tend to make parents and pupils reluctant to express concerns:

- A fear that the School will not see the issue to be important: *BUT, if it is important to you, it is important to us.*
- A fear that there may be repercussions for the pupil: *this should not be a factor. Under NO circumstances will the School discriminate against a pupil because of expressions of concern or complaint. We are also very experienced in ensuring that, if other pupils are involved (e.g. in a case of bullying), there are no repercussions from other quarters.*

For us to deal with problems, we need to know about them – earlier, please, rather than later.

In dealing with these matters, we recognise the importance of confidentiality, fairness and ensuring that no one suffers unjustly.

Who should you contact? This depends on the nature and seriousness of the concern, but the following is a guide:

- For a minor day to day matter, the right person is likely to be the Housemaster or class teacher (for J4, J5 and First Form). Please do not attempt to contact a class teacher directly but go through the relevant Housemaster or Head of Department.
- For a more serious academic concern, the appropriate person will be the Deputy Head Learning and Teaching or Housemaster, who is also likely to be the right person to deal with other more serious concerns.
- Major issues should come straight to the most relevant Deputy Head who will liaise with the Headmaster.

- Matters regarding finance, fees and non-academic services should go to the Bursar.
- If you feel that an expression of concern has not been handled properly, please contact the Headmaster. If you are unhappy with the way that he has handled a concern, please come back to him. If you remain unhappy, then please contact the Chairman of the Governors; you can write to him in confidence c/o the Bursar, who is Clerk to the Governors.
- If, when we have fully investigated the complaint, you are still not satisfied, then you can contact The Care Inspectorate and ask them to look at the complaint. The contact details are as follows:

The Care Inspectorate (Head Office)

Compass House, 11 Riverside Drive, Dundee DD1 4NY

Telephone: 01382 207100 Lo-call: 0345 600 9527

email: enquiries@careinspectorate.com

web: www.careinspectorate.com

Or use the online complaints form