



COMPLAINTS PROCEDURE

Stonyhurst has long prided itself on the quality of the teaching and pastoral care provided to its pupils. However, if parents or students do have a complaint, they can expect it to be treated by the School in accordance with this Procedure. We always invite suggestions and comments from parents and students and take seriously any concerns you may have. These will be treated in a professional and appropriate manner in accordance with this Procedure.

Parents and students will receive a copy of the policy as part of the information pack and it will also be explained to the students at the beginning of the course. The policy can also be found in the Downloads section of the website.

This policy allows for a complaint to be made, considered, and resolved on an informal basis. Where a parent or student is not satisfied with the response to an informal complaint a formal complaint can be made in writing. A written record is kept of all formal complaints.

Student Complaint

It is hoped that most complaints and concerns will be resolved quickly and informally.

If a student has a complaint, he/she will be told to speak to the Course Director. They will be encouraged to tell a member of staff or go the Summer School office, if in doubt, so that a meeting can be arranged with the Course Director. If the complaint is directed at the Course Director, the Director of Studies will take charge. The initial meeting will have two members of the Senior Management Team present.

The student will be told that a friend can accompany them if they wish. The Course Director will speak to the student to see what the issue is. If it is a simple matter, the nature of the complaint will be recorded and steps taken to resolve it. The parents will be informed if appropriate.

If the matter is more serious, the parents will be contacted and both the Course Director and student will have the opportunity to speak to them. A form will be completed either by the student, parents or jointly.

The matter will be investigated internally and the parents and student informed of the outcome. Every attempt will be made to find a solution acceptable to all. In cases where it might be a child protection issue, the appropriate Safeguarding Procedures will be followed.

Parent Complaint

It is hoped that most complaints and concerns will be resolved quickly and informally.

If parents have a complaint they should normally contact the Course Director. In many cases, the matter will be resolved straightaway by this means to the parents' satisfaction. If the Course Director cannot resolve the matter alone, it may be necessary for him/her to consult with the Director of Studies, before responding to you. The Course Director will make a written record of all concerns and complaints and the date on which they were received.

If the parents/student are not satisfied, an appeal against the decision can be made to the Commercial Manager, together with a member of the Senior Management Team who has not been involved with the initial complaint.

It may be necessary for the Commercial Manager to carry out further investigations. The Commercial Manager will keep written records of all meetings and interviews held in relation to the complaint. The Commercial Manager and a member of the Senior Management Team will decide, after considering the complaint, the appropriate course of action to take.

They will independently review the decision once satisfied, so far as is practicable, all relevant facts have been established, the Commercial Manager and Member of the Senior Management Team will inform the parents and student of their judgement, which would be considered final.

Overview

Parents and students can be assured that:

- All concerns and complaints concerning any aspect of the School will be treated seriously and confidentially.
- No student will be penalised if a parent makes a complaint in good faith.
- Correspondence, statements, and records relating to individual complaints will be kept confidential except where disclosure is required for legal or safeguarding obligations.

The School will keep a written record of all complaints made that concern the School. The written record will state the nature of a complaint and whether the complaint has been resolved following a formal procedure.

The School will also keep a written record of action taken as a result of all complaints (regardless of whether they are upheld) for a minimum of 3 years.

Last Revised: **March 2023**

Revised by: **Commercial Manager
Course Director**

Next Revision Due: **September 2023**

Person Responsible for Next Revision: **Commercial Manager
Course Director**