

WHITGIFT SUMMER SCHOOL

FORMAL COMPLAINTS PROCEDURE

Introduction

Whitgift Summer School Whitgift has long prided itself on the quality of teaching and pastoral care provided to its students. However, if parents do have a complaint, they can expect it to be treated with due respect by the Whitgift Summer School department and in accordance with this procedure.

Stage 1 – Informal Resolution

- It is hoped that most complaints and concerns will be resolved quickly and informally. During the summer course, a response to a complaint or concern should be received, where possible, within 24 hours.
- If parents have a complaint, they should 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 them to consult the Director of International Education.
- The Course Director will keep written notes regarding any complaint received. Should the matter not be resolved within five days or in the event that the Course Director and/or Director of International Education 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.
- Anonymous complaints will not normally be investigated but it may be recorded on the low-level concerns log.

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 Director of International Education. The Director of International Education will decide, after considering the complaint, the appropriate course of action to take. The receipt of the complaint will be acknowledged in writing within 3 days, indicating how Whitgift Summer School proposes to proceed, and a copy of the Complaints Procedure will be enclosed with this acknowledgement.

- Should the Director of International Education have concerns as to the validity of the complaint, they reserve the right to refer the matter to the Whitgift School Headmaster. Examples of a complaint which may be considered to be invalid include:
 - The complaint concerns a matter which should reasonably have been raised whilst the pupil was attending the Summer School.
 - The complaint concerns a matter which occurred more than a year previously and could reasonably have been expected to be raised at that time.
 - The complaint concerns a matter or matters which have already been dealt with under a previous complaint.
 - The complaint concerns a matter over which the school has no lawful control (e.g. where the complainant disagrees with a statutory or lawfully advised course of action).
 - It is vexatious or otherwise made in bad faith.
- The Director of International Education, if appropriate, will speak to the parents concerned within 3 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 Director of International Education to carry out further investigations.
- The Director of International Education will keep written records of all meetings and interviews held in relation to the complaint.
- Once the Director of International Education is satisfied that, so far as is practicable, all of the relevant facts have been established, a decision will be made within 7 days and parents will be informed of this decision in writing. The Director of International Education will also give reasons for their decision.
- The period of time between Whitgift Summer School receiving the complaint and informing parents of the final decision will be no longer than 10 days. Please note that any complaint received within 10 days of the end of the course may take longer to resolve owing to school holidays and the unavailability of staff.
- It is hoped that parents will feel satisfied with the outcome, or that, at least, all concerns raised by parents have been fully and fairly considered.

- If parents are still not satisfied with the decision, then they should put their complaint in writing to the Senior Deputy at the school who will decide, after considering the complaint and consulting with the Headmaster, the appropriate course of action to take. The receipt of the complaint will be acknowledged in writing within 2 weeks, indicating how the school proposes to proceed.
- Following the conclusion of this complaints process, if parents are still not satisfied with the decision, they should proceed to Stage 3 of the Whitgift School Formal Complaints Policy which can be found on the school website.

Written record

A written record is kept of all complaints whether they are resolved formally or informally. A written record is also kept of any action taken by Whitgift Summer School as a result of these complaints (regardless of whether they are upheld). The complaints record is held by the Course Director whether informal or formal.

Confidentiality

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 except where the Secretary of State or a body conducting an inspection under section 108 or 109 of the 2008 Act requests access to them.