



**ROSE HILL SCHOOL**  
ROYAL TUNBRIDGE WELLS  
01892 525591  
www.rosehillschool.co.uk

## **COMPLAINTS POLICY**

**Updated and approved December 2009  
by the Governors PR Committee**

### **IMPLEMENTATION**

A complaint is an expression of dissatisfaction with a real or perceived problem.

All complaints are handled seriously and all complaints are recorded. Complaints are treated confidentially and respectfully.

It is the School's policy that complaints made by parents do not rebound adversely on their children.

### **Lines of Approach**

The relative importance of the complaint is the deciding factor in choice of approach.

Class Teachers/Form Tutors and/or Heads of Area will be the first point of contact. Areas are divided as follows:

- Head of Pre-Prep
- Head of Lower School (Years 3 – 5)
- Head of Upper School (Years 6 – 8)

Heads of Area will make a written record of all concerns and complaints and the date on which they were received.

Certain parents will wish to go straight to the Headmaster with their concerns and this is respected. However, the Headmaster will invariably be unable to respond until he has consulted staff who can help.

### **STAGE 1 Informal Resolution**

Satisfaction for a complaint should come from any of the following:

- knowing that changes have been made and that matters will be different in the future
- knowing that the school is now alert to a possible problem
- feeling that the concern has been considered seriously
- an outcome which may be different from the one sought, but which is perceived to be well-considered
- a considered letter
- an apology

### **STAGE 2 Formal Resolution**

Should the matter not be resolved satisfactorily, parents will be advised to put the complaint in writing to the Headmaster.

The Headmaster will decide, after considering the complaint, the appropriate course of action to take. In most cases, the Headmaster will meet the parents concerned within 7 days to discuss the matter.

Hopefully, a resolution will be reached at this stage, although it may be necessary for the Headmaster to carry out further investigations. The Headmaster will keep written records of all meetings and interviews held in relation to the complaint.

Once the Headmaster is satisfied that, so far as is practicable, all of the relevant facts have been established, a decision will be made and parents informed of this decision in writing. The Headmaster will give reasons for this decision.

If parents are not satisfied with the decision of the Headmaster they should proceed to Stage 3.

### **STAGE 3** Panel Hearing

Parents will be referred to the Chairman of Governors who has been appointed by the Governors to call hearings of the Complaints Panel.

The matter will then be referred to the Complaints Panel for consideration. The panel will consist of two Governors who are not directly involved in the matters detailed in the complaint, and one independent person who is not involved in the management and running of the school. Each of the panel members shall be appointed by the Chairman of Governors.

The Chairman will acknowledge the complaint and schedule a hearing to take place as soon as practicable and normally within seven days.

Parents may be accompanied to the hearing by one other person (eg. friend or relative). Legal representation will not normally be appropriate.

If possible, the Panel will resolve the complaint immediately without the need for further investigation.

If further investigation is required, the Panel will decide how it should be carried out, will consider all relevant facts, will reach a decision and may make recommendations within seven days of the Hearing. The decision of the Panel will be final.

The Panel will write to the parents informing them of its decision and the reasons for it. The Panel's findings and, if any, recommendations will be sent in writing to the parents, the Headmaster, the Governors and, where relevant, the person complained of.

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 in so far as is required of the school by paragraph 6(2)(j) of the Education (Independent Schools Standards) Regulations 2003 by the Secretary of State for Children, Schools and Families; or where disclosure is required in the course of the school's inspection; or where any other legal obligation prevails.

## Additional Notes

1. The record of complaints will be kept for at least three years.
2. Complainants who have children in the Early Years Foundation Stage may contact Ofsted –  
The Complaints Manager  
Ofsted National Business Unit  
Royal Exchange Buildings  
St Ann's Square  
Manchester  
M2 7LA  
  
e-mail: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)  
  
or The Independent Schools Inspectorate –  
CAP House  
9-12 Long Lane  
London EC1A 9HA  
  
e-mail: [durell.barnes@isi.net](mailto:durell.barnes@isi.net)
3. Regarding the Independent member of the Complaints Panel, the view of the DfES is that suitable people would be those who have held positions of responsibility, who are used to analysing evidence and putting forward balanced arguments. Some standing in the local community would add creditability.
4. No formal complaints were received during the academic year ending August 2009.