



HEATHFIELD SUMMER SCHOOL AND SUMMER CAMP

Complaints Procedure for Parents

Introduction

This policy is made available to parents of all summer students, on the school website and on request from summerschool@heathfieldschool.net. Heathfield School has long prided itself on the quality of the teaching, social programme and pastoral care provided to its summer students. However, if parents do have a complaint, they can expect it to be treated by Heathfield School in accordance with this Procedure.

The School defines a complaint as an issue that cannot be resolved by the intervention of a member of the Senior Management Team.

Stage 1 – Informal Resolution of Concerns

- It is hoped that most concerns will be resolved quickly and informally
 - If parents have a minor complaint during the course they should contact, in person or by email or phone, the Director of Summer Courses or the appropriate member of staff: the Deputy Director (for pastoral or activities issues); the Director of Studies (for academic issues); the Summer Camp Activities Director (for all Summer Camp issues). Please use the email summerschool@heathfieldschool.net or call + 44 (0)1344 894295 or 296
 - This person will make a written record of the concern, the date and the name of the student and parents and will make an effort to resolve the matter by phone or email or in person. If the matter is not resolved within 5 working days or a satisfactory resolution is not met, then parents will be advised to proceed in accordance with Stage 2 of this Procedure.

Stage 2 – Formal Resolution of Complaints

- If the matter cannot be resolved on an informal basis, then the parents should state their concerns in the form of a complaint in writing to the Director of Summer Courses who will decide, after reviewing the complaint, the appropriate action to take.
- It may be necessary for the Director of Summer Courses to carry out further investigations.
- Written records of all meetings and interviews relating to the complaint will be kept.
- Once the Director of Summer Courses is satisfied that, so far as is practicable, all of the relevant facts have been established, a decision will be made and parents will be informed of this decision in writing. Reasons will be given for her decision.

Stage 3 – Panel Hearing

- If parents wish to move on to Stage 3 (following a failure to reach an earlier resolution), they will be referred to the Governor who has been appointed by the School Council to call hearings of the Complaints Panel.
- The matter will then be referred to the Complaints Panel for consideration. The Panel will consist of at least three persons not directly involved in the matters detailed in the complaint, one of whom shall be independent of the management and running of the school. Each of the Panel members shall be appointed by the Chairman. A member of the Panel will then acknowledge the complaint and schedule a hearing to take place as soon as practicable and normally **within 21 days**.
- If the Panel considers it necessary, it may require further particulars of the complaint or any related matter to be supplied in advance of the hearing. Copies of such particulars shall be supplied to all parties not later than 7 days prior to the hearing.
- The parents may be accompanied to the hearing by one other person. This may be a relative, agent or friend. Legal representation will not normally be appropriate.
- If possible, the Panel will resolve the parents' complaint immediately without the need for further investigation.
- Where further investigation is required, the Panel will decide how it should be carried out. After due consideration of all facts they consider relevant, the Panel will reach a decision and may make recommendations, which it shall complete within 7 days of the Hearing. The Panel will write to the parents informing them of its decision and the reasons for it. The decision of the Panel will be final. The Panel's findings and, if any, recommendations will be sent in writing to the parents, the Director of Summer Courses, the Governors and, where relevant, the person complained of.
- The decision of the panel is final.

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 Education (Independent Schools Standards) Regulations 2003; where disclosure is required in the course of the school's inspection; or where any other legal obligation prevails.

Review Leaders: Director of Summer Courses and Bursar

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Policy Reviewed and updated: Director of Summer Courses, 2nd January, 2016