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| **ST ANDREW’S COLLEGE POLICY DOCUMENT** | |
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A complaint is an expression of concern or dissatisfaction with the services provided or actions taken by the college that affect the quality of a student’s learning opportunities or welfare.

This policy refers primarily to complaints made by parents but also explains steps that students can take should they wish to complain.

**Complaints Concerning Teaching, Learning or Accommodation**

**1: Informal approach to resolving complaints**

The Student / Parent / Agent is required to talk through the issue with the appropriate member of staff to find an informal way to resolve the problem, within 10 working days of the action that has adversely affected the quality of the student’s learning opportunity.

Appropriate members of staff:

* Tutor
* Head of Department
* Subject Teacher
* House Manager
* Services Director
* Principal

Informal complaints will be logged in the Informal Complaints Log. This is reviewed regularly to identify patterns and to support continuous improvement.

**2: Formal approach**

If the informal approach does not resolve the matter, the parent or agent may make a formal complaint. Ideally this should be in writing on the form provided at the end of this policy. However, given the international nature of the college population the parent or agent may feel more comfortable making the complaint verbally or electronically to one of the college marketing staff.

A formal complaint should be made within 5 days of the action or loss of service that the parent / agent feels has adversely affected the quality of the student’s experience.

The person receiving the complaint should contact the Principal or Services Director, who will assign an investigator, typically:

Head of Department or Senior Tutor

Head of Boarding (Services Director) if the issue relates to accommodation

**On receipt of a formal complaint:**

Within 2 working days: The Principal or Services Director will acknowledge receipt of the formal complaint to the complainant (and forward a copy to the assigned investigator).

Within 10 working days: The investigator will conclude the investigation and send the College’s detailed response to the complainant.   If it is not possible to conclude within 10 days, the investigator will send the complainant an indication of how the complaint is being addressed and when they will receive a detailed response.

Copies of all correspondence relating to the complaint should be forwarded to the Principal or Services Director to inform the central complaints record (currently a secure file on the college server).

**3: Panel hearing**

If the College’s response does not resolve the matter then the college will make arrangements for a panel hearing. The panel will consist of at least three people who are not directly involved in matters detailed in the complaint. One of the panel members should be independent of the management and running of the school (and be outside of the college’s workforce).

If the panel deems it necessary, it may require that further particulars of the complaint or any related matter be supplied in advance of the hearing. These should be supplied at least 3 days prior to the hearing, for circulation to all parties.

Conduct of the hearing shall be at the panel’s discretion which will be exercised in the interests of a fair, effective and appropriately rapid resolution of the complaint.

The parent making the complaint may attend the hearing and may be accompanied if they wish.

The panel will make findings and recommendations and a copy of these will be:

* Provided to the complainant and, where relevant, to the person complained about and
* Available for inspection on the school premises by the proprietor and the Principal.

College Students have the right to take a complaint to the Education Skills Funding Agency.

**4: Complaints Relating to Governance**

Any complaints relating to the Governance of the College should be addressed to:

Tim Fish, Managing Director of Dukes Education  
tim.fish@dukeseducation.com

The Managing Director will acknowledge receipt of the complaint to the complainant. Within 10 working days: The Managing Director will conclude the investigation and send the College’s detailed response to the complainant.

If it is not possible to conclude within 10 days, the Managing Director will send the complainant an indication of how the complaint is being addressed and when they will receive a detailed response.

Appeals can be made in accordance with Section 3 above and must be addressed to the Managing Director.

Complaints about the Managing Director should be addressed to:

Aatif Hassan  
Chair of Governors  
14 Waterloo Place  
London SW1Y 4AR

Aatif.hassan@dukeseducation.com

**5. Complaints made by students**

Students under the age of 18 may wish to complain directly to the college. They can do so in various ways:

1. Informal complaints may be referred to a member of staff such as their teacher, tutor, Principal or House Manager. These will then be investigated by the Principal or Services Director and logged in the informal complaints log.
2. Formal complaints should be made using the form in Appendix 1. The complaint will be acknowledged by the Principal or Services Director within 2 working days. An investigation will take place and an outcome will be communicated to the student within 10 working days.

**6: Feedback**

Students and parents/agents can use the feedback mechanism on the web site and/ or feedback forms can be supplied on request.

**7: Regulatory Bodies**

The commission for Social Care Inspectors can be contacted:

Telephone: 0845 015 0120/0191 233 3323

Email: [enquiries@csci.gsi.gov.uk](mailto:enquiries@csci.gsi.gov.uk)

The school is inspected by ISI. It was previously inspected by OFSTED and those reports can be found on their web site:

[www.ofsted.gov.uk](http://www.ofsted.gov.uk)

**8. Logging of complaints**

Informal complaints will be logged in an informal complaints log on a secure server.

Formal complaints and their outcomes will be logged individually on the secure server.

Correspondence, statements and records relating to individual complaints are to be kept confidential except where the Secretary of State or a body conducting an inspection under section 109 of the 2008 Act requests access to them.

Number of complaints received:

2014 – 2015 = 2 complaints logged

2015 – 2016 = 8 complaints logged

2016 – 2017 = 11 complaints logged

2017 – 2018 = 3 complaints logged to date (30.06.18)

2018 – 2019 = 5 formal complaints logged

September 2019 – 2020 (as at 9.2.20) = 5 formal complaints logged

September 2020 – 2021 (as at 16.3.20) = 3 complaints logged for that period

Reviewed:

September 2008, 2009, 2010, 2011, 2012, July 2013, April 2014, June 2014, December 2014, February 2015, July 2015, July 2016, July 2017, March 2018 and June 2018, August 2019, February 2020, March 2021 and April 2021

Next review Date: August 2021

Appendix 1 – Complaints Form

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| Complaint made by: |  | | Date of Complaint: |  |
| Details of Complaint: | | | | |
| Reported to: |  | | Date: |  |
| Action taken:  By whom: Date: | | | | |
| Date Complainant informed of action taken if applicable and outcome: | | | |  |
| Any further action required? | | | | |
| Complaint & Actions signed off by: |  | | Date: |  |
| Information passed on to (if applicable): | | | | |
| Date complaints log entry made: | |  | | |