


# Complaints Policy and Procedure



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 to complaints made by parents.

In the context of this policy, a working day is a day from Monday to Friday during term time. Please note that complaints made during holiday periods or during the last week of term may take longer to resolve. Any party making a complaint during that time will be notified of the new timeframe.

The policy applies only to current and former parents and any complaint must be raised while the student is still on the school roll. The policy does not apply to prospective parents.

## Complaints Concerning Teaching, Learning or Accommodation (Boarding)

### 1: Informal approach to resolving complaints

The parent (or agent on behalf of a parent) 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
- Head of Boarding & Pastoral Care
- Principal

# Complaints Policy and Procedure



## 2: Formal approach

If the informal approach does not resolve the matter, the parent 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 may feel more comfortable making the complaint verbally or electronically to one of the college marketing staff.

A formal complaint should be made within 14 working days of the action or loss of service that the parent feels has adversely affected the quality of the student's experience.

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

Head of Department or Senior Tutor

Head of Boarding & Pastoral Care if the issue relates to accommodation or a pastoral issue

### On receipt of a formal complaint:

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

Within 10 working days from the acknowledgement of the complaint: 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 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.

### Timescales

Within 2 working days of receipt of the request for a panel hearing, the college will acknowledge the request in writing.

# Complaints Policy and Procedure



Within 15 working days of acknowledging the request for a panel hearing, the college will hold the hearing.

Within 2 working days of the panel hearing taking place, the college will send its written response to the parent(s).

## **The panel**

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.

## **4: Complaints Relating to Governance (overall leadership of the college)**

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 of receiving the complaint: 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 Policy and Procedure



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: Feedback

Feedback forms can be supplied on request.

## 6: Regulatory Bodies

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

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.

Records of complaints will be retained for a minimum of 7 years. Records concerning allegations of abuse must be preserved for the term of the Independent inquiry into Child Sexual Abuse and at least until the accused has reached normal pension age or for 10 years from the date of the allegation if it is longer.

### Number of complaints received:

Number of complaints made by parents between September 2020 and August 2021: 1  
Number of complaints that progressed to a panel hearing: 0

Number of complaints made by parents between September 2021 and October 2021: 0  
Number of complaints that progressed to a panel hearing: 0

## 9. Annual review of complaints

# Complaints Policy and Procedure



The college complaints record will be reviewed on an annual basis by the governors at Dukes Education. The aim of the review is to analyse any trends and to then propose changes that would reduce complaints in the relevant area. Minutes of these meetings will be kept by Dukes Education.

## 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, April 2021 and October 2021.

**Next review date: August 2022**

# Complaints Policy and Procedure



## Appendix 1 – Complaints Form

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:			

# Complaints Policy and Procedure

