



## CONCERNS AND COMPLAINTS POLICY

### 1 Introduction

- 1.1 Chetham's School of Music (**the School**) aims to ensure that any concern or complaint is managed sympathetically, efficiently, quickly and at the appropriate level and resolved as soon as possible. We will try to resolve every concern or complaint in a positive way with the aim of putting right a matter which may have gone wrong and, where necessary, we will review our systems and procedures in light of the circumstances of the complaint.
- 1.2 We recognise that a difficulty which is not resolved quickly and fairly can soon become a cause of resentment and so we need to know as soon as possible if there is any cause for dissatisfaction. Parents and students should never feel that making a complaint will adversely affect a student or his / her opportunities at the school. This policy distinguishes between a concern or difficulty which can be resolved informally and a formal complaint which will require investigation and a written decision.
- 1.3 **"Parent(s)" / "You"** includes a current or legal guardian or education guardian, and may at our discretion include a parent whose child has recently left the School.
- 1.4 We aim to resolve any complaints in a timely manner. Timescales for each stage are set out below in the relevant paragraphs. When we refer to **working days**, we mean Monday to Friday, when School is open during term time. The dates of terms are published on the School's website.

### 2 Management of complaints

#### 2.1 Complaints Co-ordinators

2.1.1 The Complaints Co-ordinators are the Deputy Head (Pastoral) and the Deputy Head (Curriculum), appointed by the Head to be responsible for the co-ordination and administration of the complaints procedure.

2.1.2 The main responsibilities of the Complaints Co-ordinator are to:

- (a) co-ordinate the complaints procedures in school and be the first point of contact where matters remain unresolved
- (b) arrange assistance during any aspect of the complaints procedure for parents who require this, for example, because of a disability

- (c) maintain an on-going training programme for all School employees in relation to dealing with complaints
  - (d) monitor the keeping, confidentiality and storage of records in relation to complaints and
  - (e) report regularly to the Head with respect to complaints.
- 2.2 The School's complaints procedure has three stages:
- 2.2.1 **Stage 1:** informal raising of a concern or difficulty with a member of staff orally or in writing - further details of this procedure are set out in Appendix 1.
  - 2.2.2 **Stage 2:** a formal complaint in writing to the Head - further details of how to make a formal complaint and the relevant procedures are set out in Appendix 2.
  - 2.2.3 **Stage 3:** a reference to the Complaints Panel - further details of how to request a Panel Hearing and the procedures to be followed are set out in Appendix 3.
- 2.3 A summary of the School's complaints procedure is set out in Appendix 4.
- 2.4 Separate procedures apply in the event of a child protection issue, or if the Head expels or requires the removal of a student from the School and the parents seek a Review by the Governing Body of that decision.

### **3 Confidentiality**

- 3.1 A written record will be kept of all complaints, and of whether they were resolved at Stage 1, Stage 2 or proceeded to a Panel hearing. The number of formal complaints registered during the preceding school year will be supplied to parents on request. The written record includes the actions taken by the School as a result of complaints; and identifies whether the students concerned are 'boarding' or 'day'.
- 3.2 correspondence, statements and records relating to individual complaints are to be kept confidential except where the Secretary of State (in practice the DfE) or a body conducting an inspection under section 109 of the 2008 Act requests access to them.
- 3.3 File details of individual complaints will be kept for 50 years and data protection principles will be followed. The School's Complaints Log is a summary (updated at the end of each half-term) of Concerns/Complaints relating to students who are still on the School's roll.

### **4 Complaints to Independent Schools Inspectorate**

- 4.1 The School is inspected by ISI, an independent organisation which reports to the Government on schools. Parents may contact ISI if they have a concern or complaint.
- 4.2 ISI will usually expect parents to have followed the School's formal complaints procedure before contacting them. However, you can report your concerns to ISI on 020 7600 0100 (ISI).

## informally

**1 Informal resolution of a concern**

- 1.1 We expect that most concerns can be resolved informally. For example, dissatisfaction about some aspect of teaching or pastoral care or a billing error should be able to be resolved by the relevant member of staff. Complaints of discrimination, harassment or victimisation are taken very seriously and may need to be dealt with at **Stage 2** without action at **Stage 1**.
- 1.2 A concern or complaint notified to a member of staff may be noted, together with the action taken, on a standard complaints form. A sample of the form is set out at Appendix 55.

**2 Who to contact**

- 2.1 Where appropriate, concerns should initially be raised as follows:
- 2.1.1 **Educational issues:** if the matter relates to the classroom, the curriculum or special educational needs, please speak or write to the relevant Head of Department. For more serious concerns, contact the Deputy Head (Curriculum).
  - 2.1.2 **Music issues:** a problem about music matters should be raised with the Head of Department. For more serious concerns, contact the Director of Music.
  - 2.1.3 **Pastoral care:** for concerns relating to matters outside the classroom, please speak or write to the Head of House. For more serious concerns, please contact the Deputy Head (Pastoral).
  - 2.1.4 **Disciplinary matters:** a problem over any disciplinary action taken or a sanction imposed should be raised first of all with the relevant Head of House. For more serious concerns, contact the Deputy Head (Pastoral).
  - 2.1.5 **Financial matters:** a query relating to fees or extras should be stated in writing to the Bursar.
- 2.2 A concern provided in writing will be acknowledged by telephone, fax, e-mail or letter within two working days of receipt during term time and as soon as practicable during the holidays. A matter raised orally will not necessarily be acknowledged in writing but a Complaints Form will be completed, and a copy sent to the relevant Complaints Co-ordinator.
- 2.3 A concern which has not been resolved by informal means within 15 working days should be notified in writing as a formal Stage 2 complaint using the procedure set out in Appendix 2.

**1 How to make a formal complaint**

- 1.1 If a parent is dissatisfied with the response to the complaint under **Stage 1**, or the complaint requires investigation or involves dissatisfaction with some aspect of the School's policies or management, the complaint should be made under **Stage 2**.
- 1.2 The full details of the complaint should be set out in writing and sent with all relevant documents and full contact details to the Head.
- 1.3 The complaint will be acknowledged by telephone, e-mail or letter within two working days during term time, and as soon as practicable during the holidays, indicating the action that is being taken.

**2 Investigation**

- 2.1 The Head will ask a senior member of staff to act as Investigator and / or may involve one or more members of the Governing Body. The Investigator[s] may request additional information from you and may wish to speak to you personally and to others who have knowledge of the circumstances. Written records will be kept of all meetings and interviews held in relation to the complaint. The Investigator[s] will prepare a report on the investigation which will be considered by the Head.

**3 Decision**

- 3.1 The Head will then notify the complainant by telephone, fax, e-mail or letter of his Stage 2 decision and the reasons for it within 10 working days from the receipt of the formal complaint.
- 3.2 Please note that any complaint received within one month of the end of a term or half term is likely to take longer to resolve owing to the presence of school holidays and the unavailability of personnel required for the investigation to be undertaken properly.
- 3.3 If a parent is dissatisfied with the Head's decision, the parent can request that the complaint be referred to the Complaints Panel under Stage 3 using the procedure set out set out in Appendix 3.

**1 What is a Complaints Panel hearing?**

- 1.1 A Complaints Panel hearing is a review of the decisions taken at Stage 2 by the Head (or in circumstances where the formal complaint concerns the Head, a member of the Governing Body appointed to act in his place). The Complaints Panel is appointed by or on behalf of the proprietor. The Panel will not consider any new areas of complaint which have not been previously raised as part of the complaints procedure.
- 1.2 The role of the Panel is to establish the facts surrounding the complaints that have been made by considering:
  - 1.2.1 the documents provided by both parties and
  - 1.2.2 any representations made by the Parents and the Headand to reach a decision, on the balance of probabilities, as to whether each complaint is made out in whole or in part.
- 1.3 It is not within the powers of the Panel to make any financial award, nor to impose sanctions on staff, students or parents. The Panel may make recommendations on these matters or any other issues to the Head and / or to the Governing Body, as appropriate.

**2 How to request a Complaints Panel hearing**

- 2.1 A request for a hearing before the Complaints Panel must be put in writing to the Bursar as the Clerk to the Governing Body within five working days of the decision complained of. The request will usually only be considered if the procedures at Stages 1 and 2 have been completed.
- 2.2 The written request should include:
  - 2.2.1 a copy of all relevant documents and full contact details
  - 2.2.2 details of all the grounds of the complaint and the outcome desired
  - 2.2.3 a list of the documents which the parents believe to be in the School's possession and wish the Panel to see and
  - 2.2.4 whether you propose to be accompanied to the hearing by someone who is legally qualified (see paragraph 3.3 below).
- 2.3 If assistance with the request is required, for example because of a disability, please inform the Clerk to the Governing Body of this and she / he will be happy to make appropriate arrangements.
- 2.4 The Clerk to the Governing Body will acknowledge the request for a hearing in writing, normally within five working days of receipt during term time and as soon as practicable during the holidays.
- 2.5 The Complaints Panel hearing will take place within twenty working days of receipt of the request. However, note that the Panel will not normally sit during half terms or other school holidays.

### **3 Planning the hearing**

- 3.1 As soon as reasonably practicable, and in any event at least ten working days before the hearing, the Clerk to the Governing Body will send written notification to each party of the date, time and place of the hearing.
- 3.2 Copies of any additional documents you wish the Panel to consider should be sent to the Clerk to the Governing Body to be received at least five working days prior to the hearing.
- 3.3 You may be accompanied to the hearing by another person, for example a relative, teacher or friend. The Panel hearing is not legal proceedings and so legal representation is not necessary. If you do wish to be accompanied by someone who is legally qualified, you should have notified the Clerk to the Governing Body of this in your initial request for a Panel hearing. If you did not do so and you wish to be accompanied by a legally qualified person, you must inform the Clerk to the Governing Body of this at least five working days prior to the hearing and the parents should note that the Panel will wish to speak to them directly and this person will not be permitted to act as an advocate.
- 3.4 The Clerk to the Governing Body will circulate a copy of the bundle of documents to be considered by the Panel to all parties at least three working days prior to the hearing.
- 3.5 The Panel should inform the Clerk whether witnesses will be required to be available for questioning at the Hearing and whether it would be appropriate for the student to be invited.

### **4 Composition of the Panel**

- 4.1 The Panel will normally comprise three individuals who have no detailed prior knowledge of the circumstances on the complaint, including members of the Governing Body and at least one independent member who has no connection with the governance, management and running of the School.
- 4.2 The parents may ask the Clerk to the Governing Body to tell them who has been appointed to sit on the Panel ahead of the hearing.
- 4.3 The Panel members will choose one of themselves to be the Chair of the Panel throughout the proceedings.

### **5 The Panel hearing**

- 5.1 The hearing will be conducted in an informal manner.
- 5.2 All those present at the hearing shall have the opportunity to ask questions and make comments in an appropriate manner. The hearing is not a legal proceeding and the Panel shall be under no obligation to hear oral evidence from witnesses but may do so and / or may take written statements into account.
- 5.3 All statements made at the hearing will be unsworn. All present will be entitled, should they wish, to write their own notes for reference purposes. A clerk appointed by the Panel will take a handwritten note of the proceedings.
- 5.4 All those attending the hearing are expected to show courtesy, restraint and good manners or, after due warning, the hearing may be adjourned or

terminated at the discretion of the Chair. If terminated, the original decision will stand. Any person who is dissatisfied with any aspect of the way the hearing is conducted must say so before the proceedings go any further and his / her comment will be minuted.

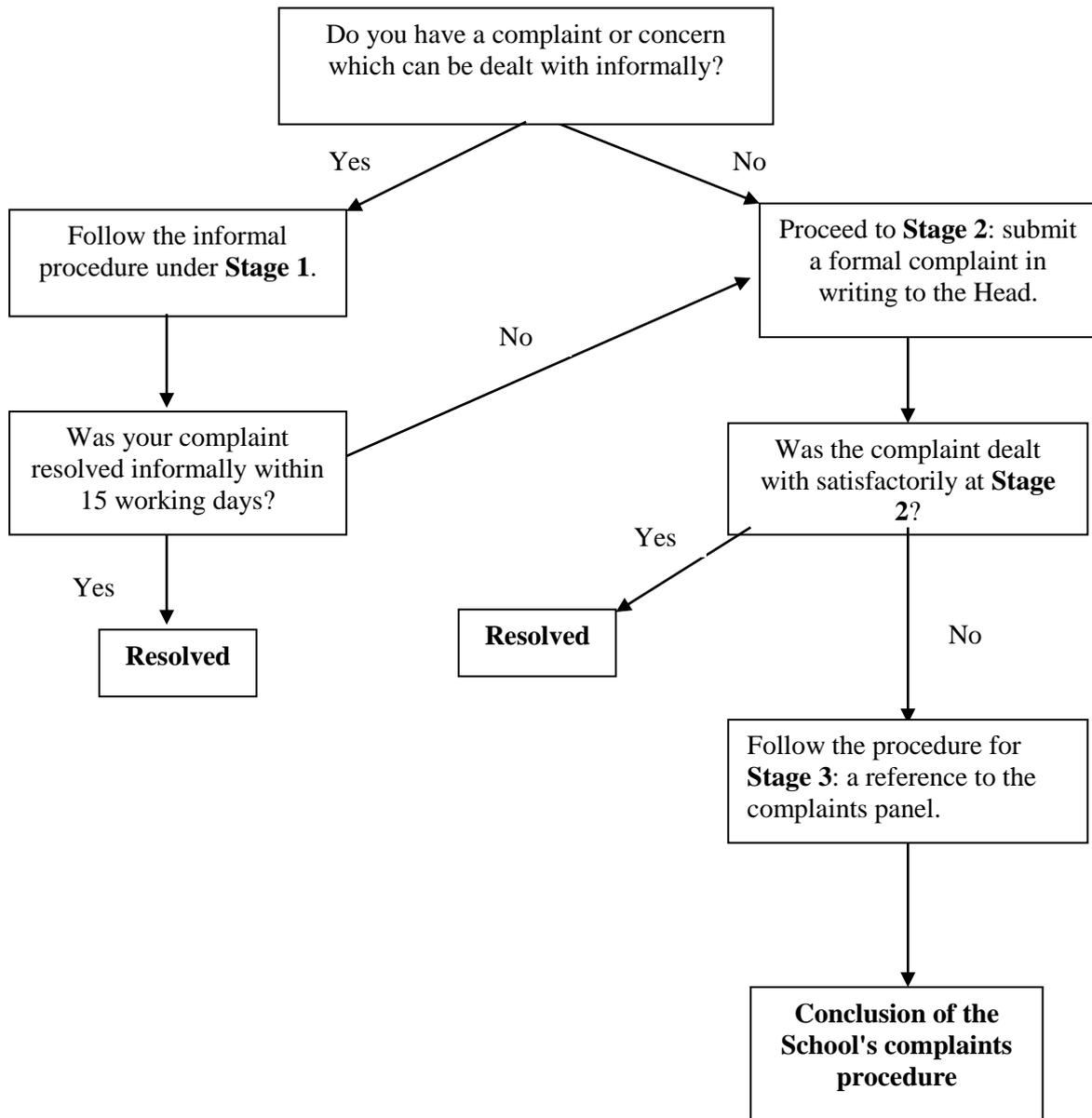
- 5.5 The Chair may, at his / her discretion, adjourn the hearing for further investigation of any relevant issue. This may include an adjournment to take legal advice.
- 5.6 A hearing before the Complaints Panel is a private proceeding. No notes or other records or oral statements about any matter discussed in or arising from the proceeding shall be made available directly or indirectly to the press or other media.

## **6 The decision**

- 6.1 The Panel will reach a decision on a balance of probabilities unless there is an agreed position.
- 6.2 The decision, findings and any recommendations will be confirmed in writing to the complainant and the person complained about by electronic mail, normally within ten working days of the hearing. If the parents do not wish to receive the decision by electronic mail, they should inform the Clerk to the Governing Body of this so that a copy may be given or posted to them.
- 6.3 The decisions, findings and any recommendations will also be available for inspection on the School premises by the Governing Body and the Head.
- 6.4 The completion of Stage 3 represents the conclusion of the School's complaints procedure.

**Appendix 4**

**Procedural flowchart**



## Appendix 5

## Complaints form

This form may be used as a possible framework by any member of staff who receives a complaint or a parent who wishes to make a complaint. It should be passed to the Complaints Co-ordinator.

| <b>What is the nature of the complaint?</b> (Please tick)  |   |
|--|---|
| <input type="checkbox"/> Staff conduct   | <input type="checkbox"/> Parental conduct                                       |
| <input type="checkbox"/> Teaching standards  | <input type="checkbox"/> Pastoral care  |
| <input type="checkbox"/> Condition of premises   | <input type="checkbox"/> Timetabling  |
| <input type="checkbox"/> Matters of regime and routine   | <input type="checkbox"/> Access to or regulation of extra curricular activities |
| <input type="checkbox"/> Other (please give details)   |   |
| <b>Please give details of the complaint</b>  |   |
|  |   |
| Date[s] of incident  | Time[s]   |
| <b>If the complaint is about someone's behaviour please give the names of any witnesses to the incident[s]</b> |   |
|  |   |
| <b>Action taken</b>  |   |
|  |   |
| Name   | Position (staff or parent)  |
| Signed   | Date  |

**Appendix 6****Number of complaints**

|   |  |
|---|--|
| Total number processed and recorded 2016-17 | 2 at stage 1; both leavers so not in current log |
| Total number 2017-18 to date                | 0  |