



Hutchesons' Grammar School

Parental Complaints Procedure

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Policy Approval	Dr Ken Greig, Rector
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HUTCHESONS' GRAMMAR SCHOOL- PARENTAL COMPLAINTS PROCEDURE

INTRODUCTION

Hutchesons' Grammar School has long prided itself on the quality of the teaching and pastoral care provided to its pupils. However, if parents or pupils do have a concern, they can expect it to be treated by the school in accordance with the guidelines set out below:

A. PARENTS' COMPLAINTS

- 1) A complaint may be made if a parent considers that the School (or a department, or a member of staff) has;
 - a) done something wrong
 - b) failed to do something
 - c) acted unfairly or inappropriately.
- 2) All complaints will be treated seriously.
Parents should be reassured that no pupil will be adversely treated as a result.
- 3) Parents are encouraged to raise issues or concerns informally with the relevant member of staff. Discussing the issue or concern may clarify the matter and resolve any misunderstandings satisfactorily and it is hoped that most concerns will be resolved quickly and informally.
- 4) When the complaint relates to learning and teaching, the complaint should be referred to the head of the relevant department, who will, under normal circumstances, deal with the complaint direct with the parents and the member of staff concerned. The Head of Department will inform the relevant Year Tutor and the member of staff who has told him/her of the complaint, when action has been taken.

If the complaint relates to a primary pupil the complaint should be directed to the class teacher or the relevant Depute Rector at Kingarth Street.
- 5) Complaints not related to learning and teaching, should be referred to form teacher or in the Secondary School to the relevant Year Tutor or in the Primary School to the relevant Depute Rector.
- 6) A complaint will be dealt with by as few people as possible on a „need to know basis“.
- 7) A Child Protection issue will be referred immediately to the Child Protection Officer (Mrs Fergusson), and procedures relating to Child Protection will be followed.
- 8) If a parent is dissatisfied with the outcome of a complaint relating, he/she should appeal to the Senior Depute (B/R) or Depute Rector (K/S), and ultimately, to the Rector.
- 9) Should the parent still be dissatisfied, he or she should be informed of the procedure whereby he/she can take the complaint to the Chairman of Governors (see section C, below).

B. RECORDING OF COMPLAINTS

- 1) All formal complaints will be recorded in writing, and a copy sent to the Rector
- 2) The Record will state:
 - a) Date when first complaint was made.
 - b) Name and form of pupil concerned.
 - c) Name(s) of parent(s) concerned.
 - d) Brief statement of issue.
 - e) Name of member of staff handling issue.
 - f) Brief statement of any further action.
 - g) Brief statement of outcome.
- 3) The Rector will regularly review Complaints Logs. Any very serious complaints will have already come to his notice.
- 4) Complaints will be dealt with as soon as possible and acknowledged within 48 hours. Often this will be a "holding reply" to allow time to investigate the complaint in which case a deadline for reply will be given (normally within seven days).
- 5) A parental complaint will never be mentioned to a pupil, or to other pupils, unless the parent has clearly indicated that this would be helpful, or if the Rector has advocated such action.
- 6) Equally, parents frequently ask that their name be kept out of the situation. This may render further investigation impossible, and parents must be made aware that it would be more helpful in finding a solution for the teacher to know the name of the pupil or the parent concerned.
- 7) Anonymous complaints raise considerable difficulties, and anyone complaining anonymously will be encouraged to give their name. If they will not, the Rector may choose to act upon or to ignore the complaint. Anonymous complaints involving child abuse will be passed to the relevant Child Protection Officer.
- 8) In the case of a complaint not being resolved at the initial stages, the complaint may be referred to the Rector (assuming that it has not already come direct to him). Should the complaint not be resolved by the Rector, it may then be referred to the Chairman of Governors. This course of action may also be followed if the complaint is about the Rector. Should the parent not be satisfied by the Chairman's response, a meeting with the Chairman may be necessary.

C. APPEALS

- 1) If a parent is dissatisfied about the outcome of a complaint to the Rector, or about the way a complaint has been handled by him, he or she may appeal to the Chairman of Governors.
- 2) The Chairman would expect to meet the parent within seven days, or arrange for another Governor to do so.
- 3) The Chairman would normally choose to have the Rector present at such a meeting, but this would be at the Chairman's discretion.
- 4) Should no agreement be reached following such a meeting, the parents may appeal against the decision; such an appeal should be lodged in writing within seven days of the meeting with the Chairman.
- 5) In such a case, the Chairman will ask three Governors (excluding himself) and an independent outsider who is not involved in the running or management of the school to convene a panel hearing within seven days of receiving the written appeal.
- 6) The parents (and pupil if appropriate) and the Rector should be able to attend the panel hearing, each with one advisor. Both parties should be allowed to submit a written statement to the Appeal Committee in advance of the hearing.
- 7) The Appeal Committee's decision will be final.