

# Rougemont School

Complaints Policy  
2023-2024



# Complaints Policy

## Introduction

The School has long prided itself on the quality of the teaching and pastoral care provided to its pupils. However, if parents do have a complaint, they can expect it to be treated by the School in accordance with this Procedure.

Rougemont makes its Complaints Procedure available to all parents of pupils and of prospective pupils on the School's website and in the School offices. The School will ensure that parents of pupils and of prospective pupils who request it are made aware that this document is published or available and of the form in which it is published or available, and of the number of complaints registered under the formal procedure during the preceding school year.

Complaints by parents of former pupils will be dealt with under this Complaints Procedure only if the complaint was initially raised when the pupil to which the complaint relates was still registered as a pupil at the School.

"Parents" refers to the holder(s) of parental responsibility for a current or prospective pupil about whom the complaint relates.

## What Constitutes a Complaint?

A complaint is an expression of dissatisfaction with a real or perceived problem. It may be made about the School as a whole, about a specific department or about an individual member of staff, and any matter about which a parent is unhappy and seeks action by the School is within the scope of this procedure. A complaint is likely to arise if a parent believes that the School had done something wrong, failed to do something that it should have done or has acted unfairly.

Correspondence, statements and records to individual complaints 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.

The School keeps a written record of all complaints, and the number of complaints registered in the previous academic year. Complaints are reported in summary termly to the Education Sub-Committee and annually in detail to the Chair of the Board of Governors.

## Stage I – Informal Resolution

It is hoped that most complaints and concerns will be resolved quickly and informally.

### (a) *Infant School and Junior School*

If parents have a complaint they should contact the respective Director of School, either the Director of Infants or Director of Juniors, who may refer the complaint to a member of either the Infant or Junior School staff. In many cases, the matter will be resolved straightaway by this means to the parents' satisfaction. If the respective

Director cannot resolve the matter alone, it may be necessary for him/her to consult the Head of Rougemont School.

Complaints made directly to the Head of Rougemont School will usually be referred to the respective Director of School unless the Head of Rougemont School deems it appropriate for him/her to deal with the matter personally.

The respective Director of School will make a written record of all concerns and complaints and the date on which they were received. Should the matter not be resolved within ten school days or in the event that the respective Director of School and the parent fail to reach a satisfactory resolution then parents will be advised to proceed with their complaint in accordance with Stage 2 of this Procedure.

(b) *Senior School and Sixth Form*

If parents have a complaint they should contact their son/daughter's Head of Year. In many cases, the matter will be resolved straightaway by this means to the parents' satisfaction. If the Head of Year cannot resolve the matter alone, it may be necessary for him/her to consult the Deputy Directors of Senior School, Director of Senior School or Director of Sixth Form. Complaints made directly to the Deputy Directors of Senior School, Director of Senior School or Director of Sixth Form will usually be referred to the relevant Head of Year unless the Deputy Directors of Senior School, Director of Senior School or Director of Sixth Form deems it appropriate for him/her to deal with the matter personally.

The Head of Year will make a written record of all concerns and complaints and the date on which they were received. Should the matter not be resolved within ten school days or in the event that the Head of Year and the parent fail to reach a satisfactory resolution then parents will be advised to proceed with their complaint in accordance with Stage 2 of this Procedure.

## **Stage 2 – Formal Resolution**

If the complaint cannot be resolved on an informal basis, then the parents should put their complaint in writing to the Head of Rougemont School. The Head will decide, after considering the complaint, the appropriate course of action to take.

- In most cases, the Head will speak to the parents concerned, normally within five school days of receiving the complaint, to discuss the matter. If possible, a resolution will be reached at this stage.
- It may be necessary for the Head to carry out further investigations.
- The Head will keep written records of all meetings and interviews held in relation to the complaint.
- Once the Head 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. The Head will also give reasons for his/her decision, *within 10/15 working days of the complaint being put in writing*
- If the complaint is against the Head, the complaint should be made to the Chair of Governors. The Chair of Governors will nominate someone to determine the complaint. The Stage 2 process described above will

then be followed as if the references to the Head is to the individual nominated by the Chair of Governors to determine the complaint against the Head.

- If parents are still not satisfied with the decision, they should proceed to Stage 3 of this Procedure.

### **Stage 3 – Panel Hearing**

- If parents seek to invoke Stage 3 (following a failure to reach an earlier resolution), they will be referred to the Chairman of Governors, who has been appointed by the Governors 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 of Governors. The Chairman of Governors or the Chair of the Panel (if a different person), on behalf of the Panel, will then acknowledge the complaint and schedule a hearing to take place as soon as practicable and normally within fourteen days.
- 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. Copies of such particulars shall be supplied to all parties not later than three days prior to the hearing.
- The parents may be accompanied to the hearing by one other person. This may be a relative, teacher 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 ten 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 Head, the Governors and, where relevant, the person complained of.

Parents can be assured that all concerns and complaints will be treated seriously and confidentially.

### **Recording Complaints and the use of personal data**

Following resolution of a complaint the School will keep a written record of all complaints whether they are resolved at Stage 1, 2 or 3 and any action taken by the School as a result of the complaint.

The School processes data in accordance with its Data Security and Privacy Notice. When dealing with complaints the School may process a range of information and this will be processed in accordance with the School's Data Security and Privacy Notice.

The School will keep records of formal complaints and Complaints Panel hearings, as required by regulation. It will do so in accordance with its Data Security and Privacy Notice. All records of complaints shall be treated as confidential. In circumstances where requested by an inspector or other circumstances where disclosure of the substance of the complaint or particular confidential records relating to it is required, for example, a legal, regulatory, safeguarding or data protection obligation which prevails over the requirement to maintain the records as confidential.

### **Early Years Foundation Stage (EYFS)**

Parents of EYFS children should follow the three stages of this Complaints Procedure. If parents remain dissatisfied and their complaint is about the fulfilment of the EYFS requirements, then parents may take their complaint to Estyn. Parents will be notified by Estyn of the outcome of the investigation into their complaint within 28 days of the complaint being received.

Rougemont School will provide Estyn, on request, with a written record of all complaints made during any specified period, and the action which was taken as a result of each complaint. The record of any such complaints will be kept in accordance with its Data Security and Privacy Notice.

Parents may complain directly to Estyn if they believe the provider is not meeting the EYFS requirements. Schools must make available details of how to contact Estyn:

Estyn can be contacted on 029 2044 6446 or by email: [enquiries@estyn.gov.wales](mailto:enquiries@estyn.gov.wales)

Estyn, Anchor Court, Keen Rd, Cardiff CF24 5JW