

*Hale School welcomes suggestions and comments from parents and takes seriously complaints and concerns that may be raised. This leaflet will show you how to use our complaints system.*

### **If you need assistance:**

Staff will help you:

- Obtain information about school policies and procedure.
- Make inquiries about student programmes, performance and behaviour.
- Clarify a problem and register a concern with the School
- Direct letters of enquiry or complaint.

When you have a problem please identify it clearly before going to the School. If there is more than one issue, then list them to ensure that the extent of the problem is clear to the School. Decide whether the problem is a concern, an enquiry or a complaint. This will help us to find a solution.

### **An agreed plan of action and timeline:**

A complaint may be made about the provision of education or the conduct of a Hale School employee. Seeking information as early as possible can solve many problems. If you have any questions or concerns about your son's progress, the homework or assessment procedures, please contact the School office to arrange a mutually convenient time for a telephone conversation or meeting.

We wish to ensure that

- Parents wishing to make a complaint know how to do so.
- We respond to complaints within a reasonable time and in a courteous and efficient way.
- Parents realise that we listen and take complaints seriously
- We take appropriate action with the full knowledge of the parent concerned.

### **Making a complaint:**

Complaints can be made:

- Verbally
- By letter
- By email
- By fax

Help is available at the School to support complainants to formulate, write and lodge a complaint. Complaints can be lodged with the School using any of the contact methods listed above.

When you contact the School, ask to speak to the appropriate staff member and be as clear as possible about what is troubling you. It is usually best to start with the person most closely concerned with the issue, as they may be able to sort things out quickly and with the minimum of fuss. However, you may prefer to take the matter to a more senior member of staff, for example the Director of curriculum, the Director or Pastoral Care, the Head of Junior/ Middle/ Senior School, Deputy Headmaster or the Headmaster.

When outlining your problem please remain calm. Even if you do not feel like it, being calm will help you to get your concerns across more clearly than if you act upset or angry. It may help to take someone with you.

### **Minimum information required when making a complaint:**

You should provide the following information when making a complaint:

- Your name and contact details
- Copies of any relevant correspondence or documents relating directly to the complaint
- The nature of the complaint
- What you consider is needed to resolve the complaint.

In the case of a verbal complaint, where you do not want to be identified or to lodge the complaint in writing, we will endeavour to work directly with you to resolve the matter.

### **Management of a Complaint:**

If you raise something face-to-face or by telephone, it may be possible to resolve the matter immediately and to your satisfaction.

If you have made a complaint or suggestion in writing, we will contact you within five working days, to respond to your concerns and explain how we propose to proceed.

In some circumstances, the person you contact will need to discuss the matter further with other staff. If a detailed exploration of the issue is needed you may be invited to come in to discuss the concern with staff members involved. You should be aware that when a complaint is made in writing about the conduct of an individual staff, that staff member will receive documentation of the substance of the complaint, and in most cases, the name of the complainant. A letter or report will be sent to you following such a meeting. This will tell you of the outcome of your complaint. It will explain the conclusion, the reasons for it, and any action taken or proposed.

### **Rejecting a Complaint:**

Complaints judged to be vexatious, trivial or without substance, or where it is judged to not warrant further action, will not be progressed. You will be advised of this decision in writing.

### **Enquiring on a complaints progress:**

You may enquire as to the progress of your complaint at any time.

## **Confidentiality:**

Your complaint or concern will be treated in a confidential manner and with respect. Knowledge of it will be limited to the Headmaster and those directly involved. It is the School's policy that complaints made by parents will not adversely affect their children.

We cannot entirely rule out the need to make third parties outside of the School aware of the complaint and possibly identify those involved. This would only happen where, for example, a child's safety was at risk or it became necessary to refer the matter to the Police.

You would be fully informed and involved in such action. While information relating to specific complaints will be kept confidentially on file, we would point out that anonymous complaints may not be pursued.

Action, which is needed to be taken under staff disciplinary processes as a result of complaints, would be handled confidentially within the School by the Headmaster.

### **“What if I am not satisfied with the outcome?”**

We hope that you will feel satisfied with the outcome, or at least that your concerns have been fully and fairly considered.

If you are not satisfied, the Headmaster will offer to refer the matter to the Chairman of the Board. Alternatively, you may wish to write directly to the Chairman. The Chairman will call for a full report from the Headmaster and will examine matters thoroughly before responding. This may result in a positive solution, but if it doesn't, the Chairman will invite you to a meeting. You may wish to be supported by a friend, by legal representation would not be appropriate at this stage.

**The School recognises and acknowledges your entitlement to express concern or complain and we hope to work with you in the best interests of young people in our care and all our employees.**



**HALE  
SCHOOL**

# **Matters of Concern**

## **Parent Leaflet**

***Any Problems, Complaints  
or Suggestions?***

***The School would like to  
hear from you.***