

# **ADMISSIONS COMPLAINTS PROCEDURE**

## **Introduction**

Colfe's School has long prided itself on the quality of its admission process. However, if prospective parents do have a complaint, they can expect it to be treated by the School with care and in accordance with this Admissions Complaints Procedure. This policy is separate to the Complaints Procedure which applies to all parents and pupils of the School. Colfe's School makes its Admissions Complaints Procedure available to all prospective parents of pupils on the School's website and in the admissions office during the school day.

## **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 prospective parent is unhappy and seeks action by the School is within the scope of this procedure. A complaint is likely to arise if a prospective parent believes that the School has done something wrong, failed to do something that it should have done or has acted unfairly.

Prospective parents can be assured that all concerns and complaints will be treated seriously and confidentially. The School is here for your child and you can be assured that your child will not be penalised for a complaint that you or your child raises in good faith.

## **Complaint Resolution Process**

- It is hoped that most complaints and concerns will be resolved quickly and informally.
- If parents have a complaint, they should normally contact the Director of Admissions and Communications. Complaints made directly to another member of staff will usually be referred to the Director of Admissions and Communications. In many cases, the matter will be resolved straightaway by this means to the parents' satisfaction.
- If the complaint cannot be resolved on an informal basis, or is in relation to the Director of Admissions and Communications, then the parents should put their complaint in writing to the Head. The Head will decide, after considering the complaint, the appropriate course of action to take and will inform the parents of this in writing. The Head's decision will be final.
- If the complaint is against the Head, parents should put their complaint in writing directly to the Chairman of Governors. The Chairman of Governors will decide, after considering the complaint, the appropriate course of action to take and will inform the parents of this in writing. The Chairman of Governors decision will be final.

## **Timeframe for Dealing with Complaints**

All complaints will be handled seriously and sensitively. They will be acknowledged within 5 working days if received during term time and as soon as practicable during holiday periods. Please note that, for the purposes of this procedure, working days refers to weekdays (Monday to Friday) during term time, excluding bank holidays.

It is in everyone's interest to resolve a complaint as speedily as possible: the School's target is to complete the procedure within 20 working days.

## **Recording Complaints**

The School will keep a written record of all formal complaints and any action taken by the School because of the complaint (regardless of whether the complaint is upheld). At the School's discretion, additional records may be kept which may contain the following information:

- Date when the issue was raised
- Name of parent
- Name of pupil
- Description of the issue
- Records of all the investigations (if appropriate)
- Witness statements (if appropriate)
- Name of member(s) of staff handling the issue at each stage
- Copies of all correspondence on the issue (including emails and records of phone conversations)

Correspondence, statements and records relating to individual complaints will be kept confidential except where the Secretary of State or a body conducting an inspection under section 109 of the Education and Skills Act 2008 requests access to them.

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