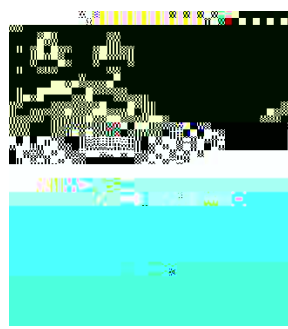


# Complaints Policy



Policy Author:

Headmaster, Principal Deputy Head

Date Reviewed by Author:

September 2024

Next Review Due:

September 2025



A record of formal complaints - and their outcomes - is kept by the Executive Assistant to the Headmaster, Catherine Acton, in both electronic and hard copy in her office. The record is reviewed regularly by the Headmaster.

The number of complaints registered under the formal procedure during the last school year (2023-24) was one.

In the case of parents with pupils in the EYFS setting, should parents feel that the EYFS requirements have not been met in full, parents are also free to make a complaint to ISI/OFSTED if they so wish. Relevant contact details are set out below.

CAP House, 9-12 Long Lane, London EC1A 9HA  
Phone: 020 77768849 or e-mail via the ISI website: [info@isi.net](mailto:info@isi.net)

Piccadilly Gate, Store Street, Manchester M21 2WD  
Phone: 0300 123 1231 or e-mail [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)

The School's written record of complaints identifies those complaints relating to boarding provision, and action taken by the school as a result of those complaints (regardless of whether they are upheld). All complaints follow the School's procedure.

## Concerns and Complaints Procedure

A vital aspect of working in a close partnership with parents is that we want to know when things are, in the view of parents, not going right. If you have any concerns about any aspect of your child's life at school, please contact an appropriate member of staff as soon as possible. We will take all such expressions of concern seriously and follow them up courteously and promptly.

Two things tend to make parents and pupils reluctant to express concerns:

- A fear that the School will not see the issue to be important. Please be assured, if it is important to you, it is important to us.
- A fear that a complaint may lead to repercussions for the pupil. Please be assured that under no circumstances will the School discriminate against a pupil because of expressions of concern or complaints. We are also very experienced in ensuring that, if other pupils are involved (e.g. in an allegation of bullying), there are no repercussions from other quarters. For Stage 1

However, if you feel that an expression of concern has not been handled properly by a member of staff, please contact the Principal Deputy Head (Senior School) or Deputy Head (Prep).

We keep a written record of every serious concern or complaint; this record will include the date on which the complaint was received and will be logged with the Head's Executive Assistant. We will endeavour to acknowledge a written notification by telephone, e-

the complaint. No member of the panel may have had any direct involvement in the matters detailed in the complaint. You can write to the Chair of Trustees at [ChairOfTrustees@caterhamschool.co.uk](mailto:ChairOfTrustees@caterhamschool.co.uk), who will acknowledge the request within 5 working days.

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.

At the Panel Hearing, the complainant(s) may be accompanied by one other person such as a relative or friend. Legal representation will only be permitted if the Chair considers it appropriate. If it is considered appropriate the Chair will inform the complainant(s) to that effect so that they may choose to be legally represented at the Panel Hearing if they so wish. Should they decide to be so represented they shall inform the Chair at least seven days before the date set for the Panel Hearing that that is their intention. If the complainant(s) choose to be legally represented the Chair will notify the other parties of that decision to enable them to have legal representation at the Panel Hearing should they so wish.

After due consideration of all facts they consider relevant, the Panel will reach a decision and may make recommendations, which it shall complete within seven days