



## Ripley Court School

### Full Complaints Procedure

The Governors recognise that, despite best endeavours, some issues will arise that give cause for complaint. They have established internal procedures to deal with complaints, the provisions of which are summarised here.

This procedure does not apply to pupils. It does not apply to the staff who have a separate complaints procedure known as a grievance procedure. Neither does this procedure apply to complaints that may have legal implications or where there is a threat of legal action – since these will be dealt with through the school's legal team and insurers, and may be dealt with in a different way. Such complaints should be addressed to the Bursar.

In the case of formal complaints, a record will be kept on the pupil's file.

#### **Part 1**

The normal method of broaching concern about an issue at Ripley Court would be to make contact directly with the member of staff concerned or with the Headmaster. This may be done verbally, in writing, or by interview, and the school's intention and endeavour is to deal with such issues within 5 school days.

#### **Part 2**

On some occasions the response may not satisfy the complainant. In this case, the renewed complaint should be addressed to the Headmaster. If the Headmaster was the initial recipient of the complaint and his response does not satisfy the complainant, the complaint may be lodged with the school.

Such complaints will be promptly forwarded to the Chairman of Governors or, in his absence, the Vice-chairman or another member of the Board of Governors. One member of this board will be nominated to review the complaint and to respond to the complainant within fifteen (15) working days.

#### **Part 3 - Appeals**

The governors have an appeals procedure for clients not happy with the decisions made in Parts 1 or 2 above, or those who wish to appeal against a serious disciplinary decision, such as a suspension or an expulsion.

The Governors have set an objective to respond to all complaints within fifteen (15) school days, and where there is urgency (for example with cases of exclusion) to complete the process within five (5) school days.

The appeal will be heard before an Appeals Committee consisting of two governors not previously involved in the complaint and an independent third party co-opted by the Board at that time.

The complainants may attend this appeal, with representatives, if they wish.

The governors may require written or oral depositions from the parties concerned, the headmaster or any other member of staff concerned.

The results of the deliberations of that committee will be final. A copy of the findings, and any recommendations, will be sent to the complainants, the governors, the headmaster and any person about whom the complaint has arisen.