



# MILLFIELD

## COMPLAINTS PROCEDURE

Millfield is committed to providing a high quality of education and care for our pupils. We want to listen and respond to the views of parents. We want to ensure that any problems are easily resolved and that we respond to all complaints promptly, formally or informally as necessary.

All correspondence, statements and records relating to individual complaints are kept confidential except where the Secretary of State or a body conducting an inspection under section 162A of the 2002 Act, as amended, requests access to them.

During the last academic year there were 5 formal complaints.

### **Stage 1 - Informal Resolution**

If you have a concern or complaint it is hoped that you will contact the Group Tutor, Houseparent or Head of Department concerned. In many cases the matter will be resolved straight away.

Depending on the nature of the complaint you may wish to contact Senior Staff:

- Academic: Senior Tutor, Head of Year, Second Deputy
- Disciplinary: Head of Year, Senior Master / Mistress, Deputy Head
- Pastoral and welfare: Head of Year, Head of Pastoral Care
- Sports and activities: Head of Year, Senior Master / Mistress

In many cases the member of staff you contact initially will need to refer to others and you may receive a response from someone in a better position to help you.

A written and dated record will be kept of all concerns and complaints.

If the matter cannot be settled to your satisfaction within two weeks you are advised to move to the procedure outlined in Stage 2 below.

### **Stage 2 - Formal Resolution**

If a complaint cannot be resolved informally you should write to the Headmaster formally, explaining the nature of your complaint. The Head will consider the matter and decide the appropriate course of action to take.

It may be necessary for the Head to carry out further investigations.

The Head may speak to you (normally within 4 working days) to discuss the matter and if possible reach a resolution. If it is not possible to give you a full reply within this time - for instance, because a detailed investigation is required - you will be told what is being done to deal with your complaint.

The Head will keep written records of all meetings and interviews in relation to the complaint.

Once the Head is, as far as is practicable, satisfied that all of the relevant facts have been established, a decision will be made and you will be informed (normally within 10 working days). The Head will give reasons for his decision.

If following the Headmaster's response you are still not satisfied you may wish to move to stage 3 of this procedure.

### **Stage 3 - Governors' Review**

#### *Request for Review:*

If you wish to invoke Stage 3 you should write to the Clerk to the Governors within 10 days of receipt of the Heads' response (or longer by agreement) to request a Governors' review

In the application you must state the grounds on which you are asking for a review and the outcome which you seek.

#### *Review Panel:*

A three member sub-committee of two Governors and one independent external person will undertake the Review. The panel members will have no detailed previous knowledge of the case or of the pupil or parents and will not normally include the Chairman of Governors. The Clerk to the Governors will select the members of the Review Panel. Parents will be notified in advance of the names of the panel members. Fair consideration will be given to any objection to a particular member of the panel.

*Review Meeting:* The meeting will take place at the school, normally between 3 and 10 days after the parents' application has been received. A Review will not normally take place during school holidays. A Review Meeting is a private procedure and all those who are concerned in it are required to keep its proceedings confidential.

*Attendance:* Those present at the Review Meeting will normally be:

Members of the Review Panel and the Clerk to the Governors or his deputy.

The Head and any relevant member of staff whom the pupil or his/her parents have asked should attend and whom the Head considers should attend in order to secure a fair outcome.

The pupil together with his/her parents and, if they wish, any members of the school staff. A friend or relation may accompany the parents. The Clerk to the Governors must be given 7 days notice if the friend or relation is legally qualified.

*Conduct of Meeting:* The meeting will be chaired by one member of the Review Panel and will be conducted in an informal manner. The Clerk will keep a hand-written minute of the main points which arise at the meeting. Everyone is expected to show courtesy, restraint and good manners. The Chairman may at his/her discretion adjourn or terminate the meeting

*Procedure:* The Panel will consider the complaint(s) raised and if possible resolve it immediately without the need for further investigation. If further investigation is required, the Panel will decide how it will be carried out.

After consideration of all the relevant facts, the panel will reach a decision and may make recommendations. The Panel will write to inform you of its decision, and the reasons for it, within 10 days (or longer by agreement) of the hearing. The Head, the Governors and (where relevant) the person complained of, will receive copies of this letter as well as any recommendations.

The decision of the Panel will be final.



**Millfield School**

**Request for a Governors' Review Panel to consider the Headmaster's response to a formal complaint.**

**To: The Clerk to the Governors of Millfield School, Street, Somerset BA16 OYD**  
(Telephone 01458 444238)

**Name of Pupil:** .....

**I REQUEST** that a sub-committee ("Panel") of the Board of Governors carries out a review of the Headmaster's response to a formal complaint. I agree that the Review will be carried out in accordance with Stage 3 of the Complaints Procedure supplied to us and I agree to abide by the terms of that Procedure and in particular that the proceedings, all correspondence, statements and records relating to the complaint are kept confidential (except where the Secretary of State or a body conducting an inspection under section 162A of the 2002 Act, as amended, requests access to them) and that the Panel Review will be final, subject to such (if any) legal rights as may exist.

**I CONFIRM** that I am a person with parental responsibility for the above named pupil and that I have consulted the pupil who wishes the Review to be undertaken.

**I UNDERSTAND** that the Panel will be concerned with the fairness and proportionality of the Headmaster' decision in accordance with the School's existing policies (where applicable and relevant) on educational, pastoral care and administration matters.

**WE UNDERSTAND** that we may be accompanied at the Review Meeting by a friend or relation who is not legally qualified and that we may ask members of the School staff to attend the meeting if they are willing to do so.

**THE GROUNDS** upon which we seek a Review and the matters which we wish to discuss at the Review and to ask the Panel to take into account are as set out in a statement attached to this sheet.

**(Two signatures required where practicable)**

**First Signature**..... **Second Signature** .....

**Full Name**..... **Full Name**.....

**Relationship to Pupil**..... **Relationship to Pupil** .....

**Address:** ..... **Address:** .....

.....

**Telephone Numbers** **Telephone Numbers**

**Daytime:**..... **Daytime:**.....

**Evening:**..... **Evening:**.....

**Date** ..... **Date** .....