



## **COMPLAINTS PROCEDURE FOR DAVID GAME COLLEGE**

The College takes pride in the quality of the teaching and pastoral care provided to its students. However, if parents or legal guardians\* do have a complaint, they can expect it to be treated by the College in accordance with this procedure.

\* The term “parents” will hereafter refer to parents, legal guardians or other adult responsible for the student.

### **Stage 1 – Informal Resolution**

- It is hoped that most complaints and concerns will be resolved quickly and informally.
- If parents or legal guardians have a complaint they should normally contact the teacher concerned. In many cases, the matter will be resolved straight away by this means, to the parents’ satisfaction. If the teacher cannot resolve the matter alone, it may be necessary for him/her to consult one of the two Vice Principals.
- Complaints made directly to one of the Vice Principals will usually be referred to the relevant teacher unless the Vice Principal deems it appropriate for him/her to deal with the matter personally.
- The Vice Principal will make a written record of all concerns and complaints and the date on which they were received. Should the matter not be resolved within 14 days or in the event that the Vice Principal and the parent fail to reach a satisfactory resolution then parents will be advised to proceed with their complaint in accordance with Stage 2 of this Procedure.

### **Stage 2 – Formal Resolution**

- If the complaint cannot be resolved on an informal basis, then the parents should put their complaint in writing to the Principal which will then be logged. The Principal will decide, after considering the complaint, the appropriate course of action to take.
- In most cases, the Principal will speak to the parents concerned, normally within three days of receiving the complaint, to discuss the matter. If possible, a resolution will be reached at this stage.
- It may be necessary for the Principal to carry out further investigations.
- The Principal will keep written records of all meetings and interviews held in relation to the complaint.

- Once the Principal is satisfied that, so far as is practicable, all of the relevant facts have been established, a decision will be made and parents will be informed of this decision in writing. The Principal will also give reasons for his decision.
- If parents are still not satisfied with the decision, they should proceed to Stage 3 of this Procedure.

### **Stage 3 – Panel Hearing**

- If parents seek to invoke Stage 3 (following a failure to reach an earlier resolution), they will be referred to Mr George Florey, who has been appointed by the Principal to call hearings of the Complaints Panel.
- The matter will then be referred to the Complaints Panel for consideration. The Panel will consist of at least three persons not directly involved in the matters detailed in the complaint, one of whom shall be independent of the management and running of the School. Each of the Panel members shall be appointed by the Principals. Mr Florey, on behalf of the Panel, will then acknowledge the complaint and schedule a hearing to take place as soon as practicable and normally within 14 days.
- If the Panel deems it necessary, it may require that further particulars of the complaint or any related matter be supplied in advance of the hearing. Copies of such particulars shall be supplied to all parties not later than three days prior to the hearing.
- The parents may be accompanied to the hearing by one other person. This may be a relative, teacher or friend. Legal representation will not normally be appropriate.
- 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. After due consideration of all facts they consider relevant, the Panel will reach a decision and may make recommendations, which it shall complete within 14 days of the hearing. The Panel will write to the parents informing them of its decision and the reasons for it. The decision of the Panel will be final. The Panel's findings and, if any, recommendations, will be sent in writing to the parents, the Principal, and where relevant, the person or persons who were the subject of the complaint.

Parents can be assured that all concerns and complaints will be treated seriously and confidentially. Correspondence, statements and records will be kept confidential except in so far as is required of the College under Ofsted regulations, section 162A, which cover the inspection process for non-association independent schools, under which the school shall furnish the lead inspector with “the complaints policy and records of complaints” and where disclosure is required in the course of the School’s inspection, or where any other legal obligation prevails.

A record of all complaints is kept for three years, to permit independent scrutiny by Ofsted of our handling of complaints. In addition, on request by Ofsted, David Game College must provide a written record of all complaints made during any specific period and the action taken as a result of each complaint.

Parents may make separate complaint to the authority that regulates the College, namely the **British Accreditation Council**. BAC operates from a Head Office in Holborn, London. Their address for post and personal enquiries is:

44 Bedford Row  
London  
WC1R 4LL

General enquiries	info@the-bac.org
Telephone number	+44 (0)20 7447 2584
Fax number	+44 (0)20 7447 2585

### **Ofsted**

Alternatively, enquiries may be sent to Ofsted. Ofsted asks for complaints to be registered through their contact form on their website, which is

<http://live.ofsted.gov.uk/onlinecomplaints/>

Ofsted can also be contacted by email at [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)

John Dalton  
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