



Complaints Review Procedure

CHARTERHOUSE



OVERVIEW STATEMENT

This procedure is for use by parents and guardians of current pupils of the School in circumstances in which they have a complaint or concern regarding their own or their child's treatment and which does not fall within the scope of other procedures.

The School will make written records of all complaints, the date on which they were received, any meetings or interviews held in relation to the complaints, and whether they were resolved at the formal stages or proceeded to a review hearing. The records will include any actions taken by the School as a result of the complaints (regardless of whether they were upheld).

INFORMAL STAGE

It is hoped that most complaints will be resolved within 5 working* days. Parents with complaints should in the first instance raise these informally with an appropriate member of staff (which in most cases is likely to be the pupil's Housemaster, tutor or form master).

*A "working day" for the purposes of this document is defined as Monday to Saturday during School term time. During holidays the School will do what it reasonably can to reply promptly to parents and to follow the above procedures. It may be the case that, due to the unavailability of key personnel (staff, pupils and parents), responding in full to a parental complain can only be completed during term time.

FORMAL STAGE

If the parents remain dissatisfied, they should put their complaint in writing, addressed to the Headmaster, within 3 working days. If the Headmaster, or a decision taken by him, is the subject of the complaint it should be addressed to the Chairman of the Governing Body.

Having received the written complaint, the Headmaster will acknowledge receipt and investigate the matter. Having carried out his investigation, he shall inform the parents in writing of his conclusions within 7 working days. If it is inappropriate for the Headmaster to deal with the complaint(s) (e.g. because he is the subject of the complaint or has been materially involved in circumstances directly involved with the complaint), the Chairman of the Governing Body will investigate and respond in writing within 7 working days.

If parents remain dissatisfied, they should apply for a review hearing.

APPLICATIONS FOR REVIEW HEARING

Parents must apply in writing for a review only after the informal and formal stages above have been exhausted. The letter must be addressed to the Clerk to the Governing Body, Charterhouse, Godalming, Surrey GU7 2DX and should be sent within three working days of the date of written notification of the decision.



REVIEW PANEL

The Review Panel will comprise at least two members of the Governing Body and one person, nominated by the Chairman of the Governing Body, who shall be independent of the management and running of the School. The members of the panel will, so far as is reasonably possible, have no previous detailed knowledge of the case or of the pupils and parents and will not usually include the Chairman of the Governing Body. The panel will elect its own chairman.

REVIEW HEARING

The hearing will take place at the School or such other place as the Chairman of the Review Panel should determine. The hearing should take place within 15 working days of receipt of the application for the review hearing.

Those present at the hearing will normally be:-

- The Review Panel
- The Headmaster (unless this is considered inappropriate because he is the subject of the complaint)
- Parents or those with parental responsibility
- The pupil (if appropriate)
- Clerk to the Governing Body or someone to take a note of the hearing

The applicants for a Review Hearing may be accompanied by a friend or a member of staff acting as a friend if required and are asked to inform the Review Panel three working days in advance of the hearing if this will be the case.

DOCUMENTS

Each member of the Review Panel will be supplied with a copy of the relevant documents. The parents shall be entitled to copies of any documents that will be considered at the Review Hearing.

PROCEEDINGS

The proceedings will be chaired by one member of the Review Panel and conducted in a formal manner. A minute will be kept of the main points that arise.

If the Headmaster considers it necessary in the interests of the individual or the School that the identity of any person should be withheld, the chairman of the Review Panel may require that the name of that person, and the reason for withholding it, may be written down and shown to the Review Panel. The Chairman may direct that the person be identified.

The parents will be given an opportunity to have their say. The Review Panel can investigate further as it sees fit.



COMPLAINTS - REVIEW PROCEDURE

CHARTERHOUSE

DECISION

The Review Panel will consider the points raised by the complainant and the evidence gathered and will make findings and any recommendations.

The decision, findings and any recommendations of the Review Panel will be final and will be notified to the complainant, the Headmaster, the Governing Body and (where appropriate) the person complained of in writing by the Chairman of the Review Panel, usually within 5 working days of the hearing. A copy of the decision, findings and any recommendations will be retained at the School for reference by the Headmaster and the Governing Body.

A written record of all complaints is kept, whether resolved following a formal procedure, or proceed to a panel hearing, and this will be accompanied by information on any action taken by the School as a result of these complaints (regardless of whether they are upheld).

It is important to note that in exceptional circumstances, in order to ensure a fair decision-making process, deviation from the foregoing procedure may be authorised by the Review Panel. Parents will be notified of any such deviations relevant to any review that they request. Any such deviation will be within the standards set out in The Education (Independent School Standards) Regulations 2014.

Whether complaints are resolved following a formal procedure or proceed to a Review Panel hearing, parents can be assured that all concerns and complaints will be treated seriously and, so far as reasonably possible, all correspondence, statements and records relating to individual complaints will be treated confidentially within the requirements of the Education (Independent Schools Standards) Regulations 2014 except where the Secretary of State or a body conducting an inspection under section 108 or 109 of the Education and Skills Act 2008 requests access to them.

These procedures and those for pupils have regard to Standard 18 of the National Minimum Standards for Boarding Schools.

Please note that the number of formal complaints registered during the preceding school year (including those relating to boarding provision) is available from the School upon request.

INDEPENDENT SCHOOLS INSPECTORATE

Contact details are as follows: Independent Schools Inspectorate, CAP House, 9-12 Long Lane, London EC1A 9HA (Tel: 0207 600 0100, Email: concerns@isi.net).