



## Complaints Policy

Open communication between parents and the school is vital to the personal development of each pupil. Stanborough School encourages parents to have regular contact with the Form Tutor. We want each pupil to feel supported and parental involvement in the school fosters a comfortable learning environment.

Parents receive written reports bi-annually and there are two Parents' Evenings in each academic year. The academic progress of pupils is closely monitored each half term, when interim grades are reported and the achievements of pupils are noted on the Honour and Progress Rolls.

Form Tutors will make prompt contact with parents, should the need arise concerning absences or behaviour of a pupil. Initial communication to the school from parents should be directed to the Form Teacher. Notifications or requests for absence or complaints should be in writing to the Form Teacher.

Parental enquiries on school policy, procedure or events should be directed in writing to the Registrar. Parental enquiries about a disciplinary matter should be addressed in writing to the Senior Teacher, for female pupils or to the Senior Teacher, for male pupils. Parental enquiries about staff should be addressed in writing to the Assistant Head. Parental enquiries about financial matters should be addressed in writing to the Bursar. Parental enquiries about a boarding school matter should be addressed in writing to the Housemaster.

### Handling complaints

- **Informal stage**—concerns can be addressed orally or in writing to the form teacher, Senior teachers or Head teacher who will seek to resolve issues of concern promptly
- **Formal stage 1**

Any formal complaints should be addressed in writing to the Head Teacher and be signed and dated. The school will reply to written enquiries within three (3) school days of receipt. All written correspondence should be addressed to the school's address or may be delivered by hand to Reception with the addressee clearly marked on a sealed envelope.

- **Formal stage 2**

In the rare event when an enquiry can not be dealt with by the school, parents may write to the Education Director of the School Board at the British Union Conference, Stanborough Park, Watford, Hertfordshire. This correspondence will provide the opportunity to have enquiries heard before a panel consisting of at least three people. At least one member of this panel will be independent of the management and operation of the school. The Education Director of the School Board will reply to all oral and written enquiries within five (5) school days of receipt.

In the event where a panel is organised to address a complaint, parents may attend and bring a representative who is non legal and not related in any way to the school. The panel will make findings and recommendations within five (5) days of the hearing date. Copies of these findings and recommendation will be available to all interested parties, including the parent, school administration and relevant school staff. A written record of the complaint will be kept at the school's Reception, that when related to individual complaints, are a classified document, except when access is required by the Secretary of State or an inspection body.