



Stage 1– Informal Resolution

It is hoped that most complaints and concerns can be resolved quickly and informally.

If parents have a complaint they should normally contact the student's Personal Tutor. If the Personal Tutor cannot resolve the matter alone it may be necessary to involve one of the College Principals.

The Personal Tutor 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 a week or in the event that the Personal Tutor and the parent fail to reach a satisfactory resolution than 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 than the parents should put their complaint in writing to a College Principal. The Principal will decide, after considering the complaint, the appropriate action to take.

In most cases the Principal will meet or speak to the parents concerned, normally within two 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 a written record 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 in writing. The Principal will also give reasons for the 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 the matter will be referred by the Principal to the Complaints Panel for consideration. The Panel will consist of the College solicitor, another student's parent and, where possible the Head teacher of a local school. Each of the Panel members shall be appointed by the Principal and at least one of the Panel shall be independent of the management and running of the College. The Chair of the Panel will acknowledge the complaint and schedule a hearing to take place as soon as is practicable and normally within twelve 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 two 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.

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 five 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 complained of.

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 it is required of the College by the Education (Independent Schools Standards) Regulations 2003; where disclosure is required in the course of the College's inspection; or where any other legal obligation prevails.

Parents of students in boarding accommodation are reminded that they are entitled to contact Ofsted regarding any complaint concerning student welfare. They can be contacted on 08456 404045. Their address is Royal Exchange Buildings, St. Ann's Square, Manchester. M2 7LA.