



**RADLEY**

# **Parent Complaints Procedure**

**February 2024**

## Introduction

Radley College has long prided itself on the quality of the teaching and pastoral care provided to its pupils. However, if parents do have a complaint, it is important that it is addressed appropriately and in a timely fashion and with the best interests of the wellbeing of pupils in mind as our first priority.

All such complaints will be dealt with in accordance with this Procedure.

### Stage 1 – Informal Resolution

- We aim to address most complaints and concerns promptly – where possible within 24 hours - and resolve them quickly and **informally**.
- If parents have a complaint they should normally contact their son's Social Tutor. In many cases, the matter will be resolved straightaway by this means to the parents' satisfaction. If the Social Tutor cannot resolve the matter alone, it may be necessary for him to consult the boy's Form Master, Subject teacher or a Head of Department.
- Complaints made directly to the Warden will usually be referred to the relevant Social Tutor or a member of the Senior Management Team unless the Warden considers it more appropriate for him to deal with the matter personally. Should this be the case, the aim would still be to resolve the matter quickly and informally.
- An appropriate record of all concerns and complaints and the date on which they were received will be made. For those dealt with by the Senior Management Team, this record is kept centrally. Those relating to welfare and boarding provision (as opposed to academic/other) will be recorded separately.
- Should the matter not be resolved within a reasonable period of time or in the event that the Social Tutor and the parents 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, parents should then put their complaint in writing to the Warden. The Warden will decide, after considering the complaint, the appropriate course of action to take.
- In most cases, the Warden will meet with / speak to the parents concerned, normally within 10 days of receiving the complaint, to discuss the matter. If possible, resolution will be reached at this stage.
- It may be necessary for the Warden to carry out further investigations.

- The Warden will keep a written record of all meetings and interviews held in relation to the complaint and will inform and agree with the complainant when to expect a further reply.
- As soon as the Warden is satisfied that all of the relevant facts have been established, a decision will be made and parents will be informed of this decision in writing. The Warden will also give reasons for his decision. This should normally be done within 10 days.
- If parents are still not satisfied with the decision, they should proceed to Stage 3 of this Procedure.
- A central record of complaints will be kept that are resolved through a formal process, to include a record of action taken. Those relating to welfare and boarding provision (as opposed to the academic) will be recorded separately.

### **Stage 3 – Panel Hearing**

- If parents seek to invoke Stage 3 (following a failure to reach an earlier resolution), they must do so within 10 days of the conclusion of Stage 2 and they will be referred to the member of Council appointed by the Council to call hearings of the Complaints Panel.
- The matter will then be referred to the Complaints Panel for consideration. The Panel will consist of *three persons not directly involved in the matters detailed in the complaint*, one of whom shall be independent of the management and running of Radley College. Each of the Panel members shall be appointed by the above Council representative who, on behalf of the Panel, will then acknowledge the complaint and schedule a hearing to take place as soon as practicable and normally within 10 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 5 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. It is not the intention that the parties should be legally represented at the hearing.
- If possible, the Panel will resolve the parents' concern immediately without the need for further investigation.
- Where further investigation is required, the Panel will decide how to carry out the investigation. After due consideration of all facts they consider relevant, the Panel will form a decision and may make recommendations, which it shall complete within 10 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 Warden, the Council and, where relevant, the person complained of.

- A central record of complaints that reached a panel hearing will be kept, to include a record of action taken. Those relating to welfare and boarding provision (as opposed to academic/other) will be recorded separately.

### **Complaints about the Warden or Council**

Complaints that involve or are about the Warden should be addressed to David Smellie (Chairman of Council), Radley College, Abingdon, Oxfordshire, OX14 2HR. Please mark them as Private and Confidential.

Complaints about the Chair of Council, any individual governor or the whole governing body should be addressed to Andrew Ashton (Bursar and Clerk to the Governing Body), Radley College, Abingdon, Oxfordshire, OX14 2HR. Please mark them as Private and Confidential.

### **Appeal Against Permanent Exclusion**

Any appeals against permanent exclusions must be made within ten days of the decision.

If parents appeal against a permanent exclusion, it will be handled in accordance with Stage 3 of the above policy.

Parents can be assured that all concerns and complaints will be treated seriously and confidentially<sup>1</sup> except where the Secretary of State or a body conducting an inspection under section 109 of the 2008 Act requests access to them.

We are obliged to make available to parents the number of complaints registered under the formal procedure during preceding year. For the academic year 2022-23 this figure was zero.

If you are unhappy with this procedure, you can contact Independent Schools Inspectorate, Ground Floor, CAP House, 9-12 Long Lane, London EC1A 9HA; telephone 020 7600 0100.

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<sup>1</sup> Correspondence, statements and records of complaint will be kept confidential except in so far as is required of Radley College by Part 7, para 33(k) of *The Education (Independent Schools Standards) Regulations 2014*; where disclosure is required in the course of Radley College's inspection; or where any other legal obligation prevails.