



IB World School

COMPLAINTS AND PROCEDURES

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St Clare's Complaints and Procedures Policy

Contents

Section	Title	Page
1	Complaints Policy and Procedure - IB and Pre-IB courses	3
2	The Principles	3
3	Stage 1: Informal Resolution	3
4	Stage 2: Formal Resolution	3
5	Stage 3: Panel Hearing	3
6	What complaints are covered by this procedure?	4



1. Complaints Policy and Procedure - IB and Pre-IB courses

- 1.1. At St. Clare's we are proud of our friendly and open atmosphere and our tolerance and respect of each other. If students or parents/guardians have any questions or complaints, we would like to hear about them as soon as possible so they can be resolved to the satisfaction of all involved individuals and the community. Where possible, complaints will be dealt with informally. If this is not possible then the procedure detailed below should be followed.
- 1.2. This procedure may be used by students and/or parents who have a complaint they wish to resolve.

2. The Principles:

- 2.1. Where possible, we will handle complaints in confidence.
- 2.2. We will not take action against anyone who makes a reasonable complaint.
- 2.3. All relevant facts will be established and examined fairly before any action is taken.
- 2.4. We understand that in some situations people do not *intend* to offend others but may do so inadvertently by choosing their words incautiously or insensitively.
- 2.5. Parents/guardians and students may take complaints, problems or concerns to any member of staff.
- 2.6. The following people have a particular responsibility to listen to and to try and resolve complaints:
 - 2.6.1. Personal Tutors
 - 2.6.2. Boarding staff
 - 2.6.3. Assistant Principals
 - 2.6.4. Vice Principals
 - 2.6.5. Principal

3. Stage 1: Informal Resolution

- 3.1.1. The college's preference is for complaints to be addressed in an informal and friendly manner by the individuals involved. If a student or parent has a complaint about a member of staff, they should act immediately and either
 - 3.1.2. speak directly to the person responsible, if appropriate **OR**
 - 3.1.3. write to the person responsible, outlining the nature of the complaint **OR**
 - 3.1.4. ask a friend to speak to the person responsible on their behalf
- 3.2. In most cases, the matter will be resolved straightaway and a resolution reached.
- 3.3. If a complaint is not resolved in this way, students may also;
 - 3.3.1. contact the Personal Tutor and ask for advice on how to proceed or ask them to speak to the person responsible on your behalf **OR**
 - 3.3.2. if the complaint is about the Personal Tutor then contact the Assistant Principal, Pastoral or the Vice Principal, Pastoral
- 3.4. The member of staff to whom the complaint is referred will acknowledge the receipt of the complaint immediately, investigate it and respond within 5 working days. Should the matter not be resolved within 5 working days or in the event that a satisfactory resolution is not reached, then you are advised to proceed with the complaint to the next stage of this procedure.

4. Stage 2: Formal Resolution

- 4.1. If your complaint is not resolved it may be necessary to make a formal complaint in writing. You should address your complaint to a Vice Principal (or to the Principal if you are complaining about a Vice Principal).
- 4.2. The receipt of the complaint will be acknowledged immediately, investigated, dealt with and a response made including a written report, within 28 working days.
- 4.3. If you are still not satisfied with the decision, you should proceed to the final stage of this Procedure.
- 4.4. If you are still not satisfied with the decision, you should proceed to the final stage of this Procedure.

5. Stage 3: Panel Hearing

- 5.1. If you are not satisfied with the response to the written complaint, please contact the Principal, who will acknowledge the receipt of the complaint immediately and organise the following:



- 5.2. a hearing before a panel appointed on behalf of St. Clare's Governors, consisting of three people who were not directly involved in the matters detailed in the complaint;
- 5.3. one person on this panel will be independent of the management and running of St Clare's;
- 5.4. you may be accompanied to a panel hearing if you wish e.g., a student may ask their parent to accompany them;
- 5.5. a written record will be kept of the process. The panel will make findings and recommendations. The complainant, Chair of Governors and Principal, and where relevant the person who is the subject of the complaint, are given a copy of any findings and recommendations. The records will provide details of the action taken by St. Clare's as a result of the complaint (regardless of whether the complaint was upheld).
- 5.6. Stage 3 will be completed (i.e. points 1-4 above) within 15 working days of your contact with the Principal. It represents the final stage in the complaints procedure.

6. What complaints are covered by this procedure?

- 6.1. **All complaints are covered by this basic procedure e.g.**
 - 6.1.1.related to a student's academic performance or to their life outside of the classroom
 - 6.1.2.involving a student's interaction with other students or with adult members of staff
 - 6.1.3.related to College procedures and facilities
- 6.2. Further advice is contained in the College Regulations for IB and Pre-IB students, Anti-bullying Policy, Health Policy.
- 6.3. The Independent Schools Inspectorate (ISI) is responsible for inspections of independent schools including boarding inspections under the National Minimum Boarding Standards. They may be contacted through www.isi.net/contact/ or telephone 020 7600 0100. The Local Authority Designated Officer (LADO) for Child Protection can be contacted at (01865) 810603.
- 6.4. All written complaints are recorded and filed by the Vice Principal together with written responses or records of verbal responses. The records will state whether the complaint was resolved at stage 2 or whether it proceeded to a panel hearing (stage 3). Action taken by St. Clare's as a result of the complaint (regardless of whether it was upheld) will also be recorded.
- 6.5. Please note that all correspondence, statements and records relating to individual complaints are to be kept confidential except where the Secretary of State or a body conducting an inspection under section 109 of the 2008 Act requests access to them.
- 6.6. This policy/procedure is reviewed annually.