

Norton College (Worcester) Limited and Norton College (Tewkesbury) Limited (the College)

Complaints Procedure

Statement of intent

Parents/carers have the right to make a formal complaint in relation to any concerns or about the College curriculum.

If a parent/carer feels that any of these matters are not being dealt with properly as far as their child is concerned, they may use this procedure to make a complaint. Parents/Carers should in the first instance raise any concerns they may have with the Head of School.

It is hoped that any complaints will be resolved by talking to the Head of School, or a member of the Senior Leadership team.

Date policy last reviewed:

Date for next review: Annually

Signed by:

R Kenny

Executive
Headteacher

14.02.2022

Date:

J Powell

Board of Directors

Date:

14.02.2022

1. Legal framework

This policy has due regard to all relevant legislation including, but not limited to, the following:

- Education Act 2002
- Freedom of Information Act 2000
- Immigration Act 2016
- Equality Act 2010
- UK General Data Protection Regulation (GDPR)
- Data Protection Act 2018
- The Education (Independent School Standards) Regulations 2014

This policy has also due regard to guidance including, but not limited to, the following:

- DfE (2021) 'Best practice guidance for school complaints procedures 2020'

2. Complaints Procedure:

2.1 All formal complaints will be addressed using the following procedure:

- a) All correspondence is in writing
- b) A copy of the procedure is available on request to parents / carers of students at the College.
- c) There are clear time scales for the management of a complaint.
- d) The complaint can be made and considered initially on an informal basis.
- e) Where the parents/carers are not satisfied with the response to the complaint made in accordance with point (d), the complaint can then be made in writing.
- f) Where the parents/carers are not satisfied with the response to the complaint made in accordance with point (e), a hearing before a panel appointed by or on behalf of the College, and consisting of at least three people who were not directly involved in the matter, will address the complaint;
- g) In the panel hearing the complaint, one person will be independent of the management and running of the College.
- h) Parents/Carers attending a panel hearing may be accompanied if they wish.
- i) The panel will make findings and recommendations.
- j) A written record will be kept of all complaints, and of whether they are resolved at the preliminary stage or proceed to a panel hearing.
- k) All correspondence, statements and records relating to individual complaints will be kept confidential, except where the Secretary of State or a body conducting an inspection under section 163 of the 2002 Act requests access to them.

3. Complaints Procedure Timeline

3.1 The following timeline will be used to respond to all complaints:

- Informal complaint – Response within 3 days of complaint being made.
- Written complaint - Response within 3 days of receiving written complaint
- Panel hearing – To be arranged within 1 week after request for panel hearing
- Panel hearing decision – To be sent within 3 days after panel hearing

**** All discussions and paperwork associated with complaints are strictly confidential ****