



**RUGBY SCHOOL
GROUP**

Rugby School Group Complaints Procedure

September 2026

1. PURPOSE

Rugby School Group is committed to maintaining positive and constructive relationships with parents. The Group recognises that, from time to time, concerns or complaints may arise and is committed to resolving them fairly, promptly and, wherever possible, informally.

This Procedure provides a clear framework for the resolution of parental complaints. It is intended to ensure that complaints are handled consistently across all Rugby School Group schools, in accordance with the principles of natural justice, the Independent School Standards Regulations, the National Minimum Standards for Boarding Schools (where applicable), the Early Years Foundation Stage requirements and current Independent Schools Inspectorate expectations.

Nothing in this Procedure prevents a concern from being resolved quickly and informally before becoming a formal complaint.

Each Head is responsible for implementing this Procedure within their School.

The Group Chief Operating Officer is responsible for maintaining the Procedure on behalf of the Governing Body. The Clerk to the Governing Body is responsible for administering Stage 3 Panel Hearings.

2. REGULATORY FRAMEWORK

This Procedure has been prepared having regard to:

- The Education (Independent School Standards) Regulations 2014 (as amended).
- The Independent Schools Inspectorate Framework and Inspection Handbook.
- The National Minimum Standards for Boarding Schools.
- The Statutory Framework for the Early Years Foundation Stage.
- Relevant data protection legislation.
- Any other applicable statutory or regulatory requirements.

3. SCOPE

This Procedure applies to complaints made by parents of current students attending a Rugby School Group school.

It also applies to complaints from parents of former students, provided the complaint was initially raised whilst the student remained on roll at the relevant School.

For the avoidance of doubt, this Procedure does **not** apply to:

- complaints from prospective parents (including in relation to decisions to not admit a student);
- complaints from prospective students;
- staff grievances;
- whistleblowing concerns;
- decisions relating to bursaries or other fee discounts;
- matters where another specific statutory or contractual procedure applies.

The Procedure does not apply to general complaints against Rugby School Group from stakeholders others than parents and students; specifically, the Procedure does not apply to tenants of the Rugby School Group (including tenants of the London Estate), members of the public making use of the Group's facilities; or to other data subjects (which can be dealt with under the Data Protection Complaints Procedure).

Section 18 of this Procedure explains how current students can raise complaints and the process for dealing with such complaints.

4. AVAILABILITY

This Procedure is published on the website of each Rugby School Group school, and copies are available on request from each school. The Group will also make available, upon request:

- details of this Procedure; and
- the number of formal complaints registered under the formal procedure during the preceding school year.

In accordance with paragraph 32(1) of Schedule 1 to the Education (Independent School Standards) Regulations 2014, Rugby School Group will also make available, on request, to Ofsted, the Department for Education (DfE) or the Independent Schools Inspectorate (ISI), details of this Complaints Procedure and the number of complaints registered under the formal procedure during the preceding School year.

The number of formal complaints registered under the formal procedure during the preceding school year is set out in **Appendix B**.

5. PRINCIPLES

The Group seeks to resolve complaints:

- fairly;
- consistently;
- proportionately;
- confidentially;
- without unnecessary delay.

The Group expects parents to engage with the complaints process in a reasonable, constructive and timely manner.

Nothing in this Procedure prevents the School from seeking clarification where a complaint is unclear or requesting additional information where this is reasonably required.

The School may depart from the timescales set out in this Procedure where exceptional circumstances make this necessary. Where this occurs, parents will be informed of the reasons for the delay and the anticipated revised timescale.

Although the School endeavours to manage complaints in an open and transparent manner, parents should be aware that there may be circumstances which mean the School is unable to share complete details about how a complaint has been handled by the School, the evidence collated, steps taken in response or other related matters. This could be the case even when a complaint is upheld. For example, this may be because such information constitutes sensitive third-party data (for example belonging to a staff member, student or other parent), legal or regulatory requirements prohibit disclosure, or withholding information is in accordance with specific instructions from a statutory agency. This list is not exhaustive.

6. INTERPRETATION

For the purposes of this Procedure:

Complaint: A complaint is an expression of dissatisfaction with a real or perceived problem. It may be made about the School as a whole, about a specific department or about an individual member of staff, and any matter about which a parent is unhappy and seeks action by the School is within the scope of this procedure. A complaint is likely to arise if a parent believes that the School has done something wrong, failed to do something that it should have done or has acted unfairly.

Group: The Rugby School Group

School: The Rugby School Group school to which the complaint relates.

Parent: A person with parental responsibility for a current student (this would include guardians). References to “parent” include parents jointly where applicable.

Head: The Head Master of Rugby School, or the Headmaster / Headmistress of the relevant School.

Chair of Governors: The Chair of the Governing Body of Rugby School.

Clerk: The Clerk to the Governing Body.

Working Day: For the purposes of this Procedure, a Working Day means Monday to Friday during term time when the relevant School is open to students. Working Days do **not** include:

- Saturdays (whether or not the School has lessons);
- Sundays;
- Bank Holidays;
- Half term holidays;
- School holidays;
- periods when the School is closed to students.

7. WHAT CONSTITUTES A COMPLAINT?

Any matter about which a parent is dissatisfied and seeks action by the School is capable of constituting a complaint.

The Group encourages parents to raise concerns as soon as reasonably practicable, as concerns raised promptly are often capable of being resolved quickly and informally.

The School will not normally investigate anonymous complaints.

Where a complaint raises safeguarding concerns or indicates that a child may be at risk of harm, the School will act immediately in accordance with its safeguarding procedures. The complaints process may be suspended or modified where this is necessary to protect children or comply with legal obligations.

Where a complaint includes issues relating to data protection, the School will ensure that any obligations arising under data protection legislation are also met. Where appropriate, the data protection issues may be addressed alongside the wider complaint.

8. THE THREE STAGE COMPLAINTS PROCEDURE

There are three stages:

- **Stage 1:** Informal Resolution
- **Stage 2:** Formal Resolution
- **Stage 3:** Panel Hearing

Parents are expected to complete each stage before progressing to the next unless the School determines that it is appropriate to move directly to a later stage.

9. STAGE 1 – INFORMAL RESOLUTION

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

Parents should normally raise concerns with the member of staff most closely connected with the matter. Depending upon the nature of the concern, this may include:

- the Form Tutor or Class Teacher;
- the Deputy Head (especially in the case of a Group prep school)
- the Housemaster or Housemistress;
- the Head of Department;
- another appropriate senior member of staff.

Each Rugby School Group school publishes details of the appropriate initial contacts in Appendix A. Where appropriate, the member of staff receiving the concern may consult other colleagues before responding.

Complaints raised orally may often be resolved immediately.

Complaints raised in writing will normally be acknowledged within **two Working Days**.

Where the matter cannot be resolved immediately, the School will explain how it proposes to investigate the concern and the anticipated timescale for responding.

If the complaint is not resolved at Stage 1 within **fifteen Working Days**, or if the parent remains dissatisfied, the complaint may be progressed to Stage 2.

Where the complaint concerns the Head Master of Rugby School, it should be addressed directly to the Chair of Governors via the Clerk to the Governing Body. Where a complaint concerns the Headmaster of a Group Prep School, it should be addressed directly to the Head Master of Rugby School.

10. STAGE 2 – FORMAL RESOLUTION

If the parent is dissatisfied with the outcome of Stage 1, or if the complaint cannot be resolved informally, the complaint should be made in writing to the relevant person at the School. This will typically be the Head; but at Rugby School the Head Master may nominate the Deputy Head to hear a Stage 2 complaint.

The complaint should set out:

- the nature of the complaint;
- the relevant facts and circumstances;
- the outcome sought by the parent; and
- copies of any documents upon which the parent wishes to rely.

The Head will decide, after considering the complaint, the appropriate course of action to take. In most cases, the Head (or their nominee) will meet with the parent within **five Working Days** of receipt of the complaint to discuss the matter. Meetings may take place in person or remotely where appropriate.

If appropriate, the Head may attempt to resolve the complaint at this meeting.

The Head may:

- conduct the investigation personally;
- appoint another suitably senior member of staff to investigate the complaint on their behalf; or
- appoint another appropriate individual where this is considered necessary to ensure a fair and impartial investigation.

The person investigating the complaint may:

- meet with the parent;
- meet with members of staff;
- meet with students where appropriate;
- review documents, correspondence and records;
- obtain written statements;
- seek further clarification from the parent.

The School will keep written records of all meetings, interviews and communications undertaken as part of the investigation.

Once satisfied that, so far as is reasonably practicable, all relevant facts have been established, the Head will determine the complaint.

The Head will notify the parent of the outcome in writing.

The written decision will:

- summarise the complaint;
- set out the findings;
- explain the reasons for the decision;
- identify any action the School proposes to take (where appropriate); and
- explain the parent's right to request a Stage 3 Panel Hearing.

The School's aim is to issue the Stage 2 decision within **fifteen Working Days** of receipt of the formal complaint.

Where it is not reasonably practicable to do so, for example because further investigations are required or because the complaint has been received shortly before or during a School holiday, the School will write to the parent explaining:

- why additional time is required; and
- when the School expects to provide its decision.

Parents are expected to cooperate reasonably with the investigation. Where requests for further information or meetings are not responded to within a reasonable period, the School reserves the right to determine the complaint on the information available.

Complaint against the Head Master of Rugby School

Where the complaint concerns the Head Master of Rugby School, the complaint should be submitted to the Chair of Governors, care of the Clerk to the Governing Body.

The Chair of Governors will determine the appropriate process for investigating the complaint.

The Chair may:

- investigate the complaint personally;
- appoint another suitably qualified individual to investigate the complaint; or
- appoint another appropriate person to determine the complaint on the Chair's behalf.

The individual appointed will follow the Stage 2 procedure described above, so far as is reasonably practicable, as though references to the Head were references to the person appointed by the Chair. The written decision will explain the parent's right to request a Stage 3 Panel Hearing if they remain dissatisfied.

11. STAGE 3 – PANEL HEARING

If the parent remains dissatisfied following Stage 2, they may request that the complaint is referred to a Panel Hearing.

The request must:

- be made in writing using the form included in Appendix C;
- be addressed to the Clerk to the Governing Body;
- be received within **five Working Days** of the Stage 2 decision; and
- set out the grounds upon which the parent believes the Stage 2 decision should be reviewed.

The parent should also provide any additional documentation upon which they intend to rely and which has not previously been supplied.

Where exceptional circumstances have prevented the parent from complying with the above timescale, the parent may request an extension in writing before the expiry of the original deadline.

The School will consider any such request but is not obliged to grant an extension.

If no request is received within the relevant timescale, the complaints procedure will normally be regarded as concluded.

Acknowledgement

The Clerk will acknowledge receipt of the request within **five Working Days**.

The Clerk will then make arrangements for a Panel Hearing to take place, normally within **twenty Working Days** of receipt of the request.

Where this is not reasonably practicable, for example because of School holidays or the availability of Panel members, the hearing will take place as soon as reasonably practicable thereafter.

Constitution of the Panel

The Governing Body will appoint a Panel comprising three persons. The Panel will appoint one of the Panel members to act as the Chair of the Panel.

Panel members must have had no prior involvement in the matters giving rise to the complaint. At least one Panel member will be independent of the management and running of Rugby School Group.

Panel members need not be Governors.

The Governing Body will ensure that those appointed possess appropriate experience, judgement and independence to determine the complaint fairly.

The Clerk (or their nominee) will act as Clerk to the Panel.

12. STAGE 3 – PANEL HEARING

Purpose of the Panel

The Panel's role is to review the Stage 2 decision and the manner in which the complaint was considered. It is not normally a complete reinvestigation of every aspect of the complaint. The Parent should therefore explain why you believe the Stage 2 decision should be reviewed.

The Panel will consider whether the Stage 2 decision was reasonable in light of the evidence available and whether this Procedure has been followed fairly.

The Panel will not normally reinvestigate the complaint from the beginning unless it considers that further investigation is necessary in order to determine the complaint fairly.

Before the Hearing

The Clerk will write to the Parent confirming:

- the date, time and venue of the hearing;
- the names of the Panel members;
- the procedure to be followed;
- the documents that will be considered by the Panel.

The hearing will normally take place within **twenty Working Days** of the request being received. The Clerk may request further particulars of the complaint or additional documentation before the hearing where this is considered necessary. Copies of all documentation to be considered by the Panel will normally be circulated to the parties not less than **five Working Days** before the hearing.

Attendance

The Parent may attend the hearing and may be accompanied by one other person if they wish.

The accompanying person may be:

- a relative;
- a friend; or
- another individual providing support.

Legal representation will not be appropriate and the companion should not be a lawyer.

The identity of the companions should be confirmed to clerk to the Panel as soon as possible and by no later than **two working days** before the hearing. The Panel will decide whether it would be helpful for witnesses to attend.

The Head, or the person who determined the complaint at Stage 2, will normally attend to explain the investigation and decision.

The Panel may invite any other person whom it considers may assist in determining the complaint.

Failure to Attend

The Clerk will make reasonable efforts to agree a suitable date for the hearing.

If the Parent is unable to attend, one alternative date will normally be offered where reasonably practicable.

If the Parent declines to attend without good reason, or repeatedly fails to make themselves available, the Panel may proceed in their absence and determine the complaint on the basis of the written evidence available provided by the Parent and evidence of witnesses who do attend the hearing.

Conduct of the Hearing

The Chair of the Panel will determine the procedure to be followed at the hearing. However, typically the Panel will meet with the Parent and will then separately meet with the Head. The hearing will be conducted as informally as is compatible with a fair consideration of the complaint.

The Panel may:

- ask questions of any person attending;
- request clarification of written evidence;
- adjourn the hearing if further enquiries are required;
- request additional written information;
- seek specialist or legal advice where appropriate.

A note-taker will attend the hearing to take a note. This will not be a verbatim note but an accurate reflection of what was discussed. Notes of the hearing will be shared with attendees as soon as practicable after the hearing. To the extent there is any disagreement about the content of those notes or further comments from the parties, these will be considered by and, where possible, resolved by the Chair. A copy of any comments on the notes will be appended to the notes.

Where agreement cannot be reached, the written comments will be appended to the official record.

Further Investigation

If the Panel considers that further investigation is required before reaching its decision, it may:

- adjourn the hearing;
- request further enquiries to be undertaken;
- reconvene the hearing if necessary; or
- determine that the additional evidence can be considered without a further oral hearing.

The manner in which any further investigation is undertaken shall be determined by the Panel.

Panel Decision

After careful consideration of all relevant evidence, the Panel will determine whether the Stage 2 decision and the manner in which the complaint was handled was reasonable.

The Panel may:

- dismiss the complaint in whole or in part;
- uphold the complaint in whole or in part;
- substitute a different conclusion where appropriate;
- make recommendations to the School. Stage 3 Panels cannot require that any financial compensation is paid to the Parent or otherwise obligate the School to take particular steps.

Recommendations may include recommendations concerning changes to procedures, communication or other operational matters where the Panel considers these would assist the School in the future.

The Panel's role is not to impose disciplinary sanctions on members of staff.

Any employment matters arising from the complaint remain the responsibility of the School and will be managed in accordance with the Group's employment procedures.

Decision Letter

The Panel's findings and any recommendations will normally be communicated in writing within **five Working Days** of the hearing.

The decision letter will be sent to:

- the Parent;
- the Head;
- the Chair of Governors;
- where appropriate, the individual complained about.

A copy of the findings and recommendations will also be retained by the Clerk and made available for inspection by the Head and the Chair of Governors in accordance with the Independent School Standards Regulations.

The Panel's decision is final.

There is no further right of appeal under this Procedure.

13. TIMESCALES

The Group aims to resolve complaints as promptly as possible. The target timescales are:

Stage	Target Timescale
Stage 1 acknowledgement	Within 2 Working Days
Stage 1 resolution	Within 15 Working Days of receipt of complaint
Stage 2 acknowledgement	Within 5 Working Days
Stage 2 decision	Within 15 Working Days of receipt of complaint
Request for Stage 3	Within 5 Working Days of Stage 2 decision
Stage 3 acknowledgement	Within 5 Working Days
Stage 3 hearing	Normally within 20 Working Days
Panel decision	Normally within 5 Working Days after the hearing

These timescales are targets rather than absolute deadlines.

The Group may depart from them where this is reasonably necessary, including during School holidays, periods of significant disruption, staff absence or where additional investigation is required.

Where there is likely to be significant delay, the Parent will normally be informed of the reasons and the revised anticipated timescale.

14. PERSISTENT CORRESPONDENCE

Where repeated attempts are made by a Parent to raise the same complaint after it has been considered at all three stages, this will be regarded by the School as vexatious and outside the scope of this procedure.

15. RECORD KEEPING

The Group will maintain a written record of all complaints made by a Parent that progress to Stage 2 or Stage 3 in accordance with this Procedure.

The written record will include:

- the date on which the complaint was received;
- the name of Parent
- the name of the pupil
- the nature of the complaint;
- the School to which the complaint relates;
- the stage at which the complaint was resolved;
- whether the complaint related to boarding provision (where applicable);
- whether the complaint related to the Early Years Foundation Stage (where applicable);
- the outcome of the complaint;
- any action taken by the School as a result of the complaint, regardless of whether the complaint was upheld.

Complaint records will be retained in accordance with the Group's Records Retention Policy. The Clerk to the Governing Body will maintain a separate record of all Stage 3 Panel Hearings.

The Group will review complaint records periodically to identify trends, recurring themes and opportunities for improvement.

16. CONFIDENTIALITY

Parents may be assured that concerns and complaints will be treated seriously and confidentially. Correspondence, statements and records relating to individual complaints will be kept confidential except where disclosure is required:

- by law;
- by the Secretary of State;
- by the Independent Schools Inspectorate or another body conducting an inspection under section 109 of the Education and Skills Act 2008;
- for safeguarding purposes;
- to comply with legal or regulatory obligations;
- in connection with legal proceedings.

Knowledge of a complaint will normally be limited to those individuals who need to know in order to investigate or determine the complaint.

Nothing in this Procedure prevents the School from discussing the complaint with relevant members of staff where this is necessary to investigate or respond appropriately.

Parents should note that information relating to complaints may need to be shared with third parties where this is necessary to fulfil the School's legal duties, protect children or comply with regulatory obligations.

The Group's policy is that complaints made in good faith will not adversely affect a student. Where a complaint gives rise to issues relating to the conduct or capability of a member of staff, any resulting employment processes will remain confidential between the Group and the employee concerned.

17. EARLY YEARS FOUNDATION STAGE

This section applies only to Schools within Rugby School Group which provide Early Years Foundation Stage provision.

A Parent of EYFS pupils should follow the three stages of this Complaints Procedure. If the Parent remains dissatisfied and their complaint is about the School's fulfilment of the EYFS requirements, then the Parent may take their complaint to the ISI or Ofsted. The School will notify the Parent about the outcome of the investigation into their complaint within 28 days from the date the complaint was received.

The Group will provide ISI/Ofsted, on request, with a written record of all complaints made during any specified period, and the action which was taken as a result of each complaint. The record of any such complaints will be kept in accordance with its Privacy Notice and Retention of Records Policy.

A Parent may complain directly to Ofsted or to ISI if they believe the provider is not meeting the EYFS requirements. Schools must make available details of how to contact Ofsted and/ or the ISI:

Ofsted can be contacted on 0300 123 1231 or by email: enquiries@ofsted.gov.uk
Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD

ISI can be contacted on 020 7600 0100 or by email: info@isi.net
[ISI, CAP House, 9-12 Long Lane, London EC1A 9HA](#)

18. COMPLAINTS FROM STUDENTS

Students are encouraged to raise any concern or complaint with a member of staff they trust.

Schools will ensure that students have accessible and age appropriate ways of raising concerns and that they understand how to do so.

The arrangements for dealing with complaints from students differ between the Senior School and Prep Schools, reflecting the age and needs of students. These arrangements are set out in Appendix D.

A student who raises a complaint in good faith will not be disadvantaged as a result of doing so.

19. POLICY OWNER

Policy Owner: Chief Operating Officer.

20. FURTHER INFORMATION

Further information about this policy can be obtained from the Group's General Counsel or the COO / Clerk to Governing Body.

Appendix A

School Specific Contacts

School	Stage 1 Contacts	Stage 2	Stage 3
Rugby School	Tutor, Housemaster/Housemistress, Head of Department	Head Master	Clerk to the Governing Body
Bilton Grange	Form Teacher, Deputy Head	Headmaster	Clerk to the Governing Body
Aysgarth	Form Tutor, Deputy Head	Headmaster	Clerk to the Governing Body
Old Buckenham Hall	Class Teacher, Deputy Head	Headmaster	Clerk to the Governing Body
Beaundesert Park	Form Teacher, Deputy Head	Headmaster	Clerk to the Governing Body

Appendix B

Formal Complaints

Formal complaints registered during the academic year 2025/26:

School	Stage 2	Stage 3
Rugby School	6	0
Bilton Grange	2	0
Aysgarth School		1
Old Buckenham Hall	3	0
Beaudesert Park	4	0

Appendix C

Stage 3 Panel Hearing Request Form

Please complete this form if you wish to request a Stage 3 Panel Hearing under the Rugby School Group Complaints Procedure.

Purpose

The purpose of this form is to help the Panel understand your request for a review of the Stage 2 decision and the outcome you are seeking. Please answer the questions as clearly and concisely as possible.

1. Parent details

Parent(s) name(s): _____

Relationship to pupil: _____

Email address: _____

Telephone number: _____

2. Pupil details

Pupil name: _____

School: _____

Year Group: _____

House (if applicable): _____

3. Complaint history

Date Stage 2 decision received: _____

Name of Stage 2 investigator: _____

☐ I have attached a copy of the Stage 2 decision.

4. Grounds for requesting a Panel Hearing

Why do you believe the Stage 2 decision should be reviewed?

(Please summarise your reasons. Maximum: 500 words.)

5. Which aspects of the Stage 2 decision do you disagree with?

- ☐ Relevant evidence was overlooked.
- ☐ The facts were misunderstood.
- ☐ The Complaints Procedure was not followed correctly.
- ☐ The decision reached was unreasonable.
- ☐ There was procedural unfairness.
- ☐ New evidence has become available.
- ☐ Other (please explain): _____

6. New evidence

Are you asking the Panel to consider evidence that was not available during Stage 2?

☐ Yes ☐ No

If yes, please explain what the evidence is, why it was not available earlier and why it is relevant.

7. Desired outcome

What would you like the Panel to do?

(Please summarise your desired outcomes. Maximum: 500 words.)

8. Documents

Please list the documents you have attached.

9. Witnesses

Do you believe anyone should attend the hearing to assist the Panel?

☐ Yes ☐ No

If yes, please provide their name(s) and explain why they should attend.

10. Attendance

Will you attend the hearing? ☐ Yes ☐ No

Will anyone accompany you? ☐ Yes ☐ No

If yes, name: _____

Relationship: _____

11. Equality or accessibility requirements

Do you require any reasonable adjustments to enable you to participate fully in the hearing?

12. Declaration

I confirm that the information provided in this request is accurate to the best of my knowledge.

Signed: _____

Date: _____

Appendix D

Complaints from Students

1. General principles

Students should feel able to raise concerns about any aspect of their experience at School. They may raise a concern with any member of staff with whom they feel comfortable and do not need to raise it with the person about whom they are complaining.

A student may ask a friend or another trusted person to support them when raising or discussing a complaint.

Where appropriate, parents may be informed or involved. However, this will depend upon the student's age and circumstances, the nature of the complaint and any safeguarding or other relevant considerations.

2. Rugby School

Students should normally raise a concern initially with a member of staff they trust, for example their Tutor, Housemaster or Housemistress, or another appropriate member of staff. The School will seek to resolve the matter informally wherever possible.

If the matter cannot be resolved informally, or the student considers the matter sufficiently serious to warrant formal consideration, they may make a formal complaint to the Deputy Head or another member of the Senior Leadership Team. The complaint may be made verbally or in writing.

The School will acknowledge the complaint, arrange for it to be considered by an appropriate senior member of staff and investigate the matter as necessary. The student will be informed of the outcome and the reasons for the decision.

If the student remains dissatisfied, they may ask the Head Master to review the matter (the Head Master may delegate considering the complaint to another appropriate senior member of staff who has not been involved in the student's complaint previously). The Head's decision will be final under the student complaints process.

A parent may separately make a complaint under the main provisions of this Procedure where appropriate.

3. Prep Schools

Prep School pupils are encouraged to raise worries or concerns at the earliest opportunity with a member of staff they trust. This may include their Form or Class Teacher, Tutor, Houseparent, Matron, Deputy Head, Head or another trusted adult.

Each Prep School will maintain age appropriate arrangements to help pupils understand who they can speak to and how they can raise a concern. Schools will also ensure that boarding pupils know how to contact the Independent Listener.

Most concerns will be dealt with informally and sensitively by the member of staff receiving the complaint or referred to an appropriate senior member of staff.

Where a concern is sufficiently serious, cannot be resolved informally or the pupil wishes to make a formal complaint, it will be referred to the Head or an appropriate senior member of staff nominated

by the Head. The School will investigate the matter as appropriate to the pupil's age and circumstances and explain the outcome to the pupil in an age appropriate manner. The Head's decision will be final under the student complaints process.

Where appropriate, parents will be informed and may make a complaint under the main provisions of this Procedure.