

SEVENOAKS SCHOOL SUMMER PROGRAMMES

Complaints Procedure

Introduction

Sevenoaks School Summer Programme is committed to providing the best teaching and pastoral care it can for its pupils. It is hoped that any worries or complaints can be dealt with informally through the pastoral care framework, but if not the programme has a complaints procedure which is set out below (the “Complaints Procedure”). A written record of all complaints, whether they are resolved informally or through the Complaints Procedure, will be kept by the Director.

What Constitutes a Complaint?

A complaint is an expression of dissatisfaction by a parent (or someone in loco parentis) with a real or perceived problem. Any complaint made about the Summer Programme as a whole, or about an individual member of staff, or any matter about which a parent is unhappy and seeks action by the Summer Programme, is within the scope of this procedure. A complaint may arise if a parent believes that the Summer Programme has done something wrong, failed to do something that it should have done, or has acted unfairly.

All concerns and complaints will be treated seriously. Sevenoaks School Summer Programme is here for the students, and parents can be assured that their child will not be penalised for a complaint that is made in good faith, whether justified or not.

The Complaints Procedure

Stage 1 – Informal Resolution

- It is hoped that most complaints will be resolved quickly and informally. During the Summer Programme, a response to a complaint should be received, where possible, within 24 hours.
- If parents have a complaint they should contact the Director. In many cases, the matter will be resolved straightaway by this means to the parents’ satisfaction. If the Director cannot resolve the matter alone, it may be necessary for them to consult with a senior Sevenoaks School Management Team member.
- The Course Director will keep written notes regarding any complaint received. Should the matter not be resolved within five days or in the event that the Director and the parent 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, then the parents should put their complaint in writing to the Director. The Director will decide, after considering the complaint, the appropriate course of action to take. The receipt of the complaint will be acknowledged in writing within 48 hours, indicating how the Summer Programme proposes to proceed and a copy of the Complaints Procedure will be enclosed with this acknowledgement.
- Once the Director is satisfied that, so far as is practicable, all of the relevant facts have been established, a decision will be made within three days and parents will be informed of this decision in writing. The Director will also give reasons for his decision.
- It is hoped that parents will feel satisfied by the outcome, or that, at least all concerns raised by parents have been fully and fairly considered.
- If parents are still not satisfied with the decision, then they should put their complaint in writing to the Head at Sevenoaks School who will decide, after considering the complaint, the appropriate course of action to take.

Record Keeping and Confidentiality

The Summer Programme will keep a written record of all complaints, whether they are resolved at Stage 1, or Stage 2 and any action taken by the School as a result of the complaint (regardless of whether the complaint was upheld). At the Summer Programme's discretion, additional records may be kept which may contain the following information:

- Date when the issue was raised
- Name of parent
- Name of pupil
- Description of the issue
- Records and a chronology of all the investigations (if appropriate)
- Witness statements (if appropriate)
- Name of member (s) of staff handling the issue at each stage
- Copies of all correspondence on the issue (including emails and records of phone conversations)

All concerns will be treated confidentially. Papers generated by or for the purposes of the Complaints Procedure will be kept confidential to the parents, the members of staff involved and the Director as relevant to the processing of the complaint. Information relating to the complaint will be dealt with in accordance with the School's responsibilities under data protection legislation.