

SCHEDULE

THE INDEPENDENT SCHOOL STANDARDS

The manner in which complaints are to be handled

7. The manner in which the school handles complaints meets the standard if it has a complaints procedure which—

- (a) is in writing;
- (b) is available on request in appropriate format to pupils, to the parents of pupils and of prospective pupils at the school;
- (c) sets out clear time scales for the management of a complaint;
- (d) provides an opportunity for a complaint to be made and considered on an informal basis;
- (e) where the parents are not satisfied with the response made in accordance with paragraph (d) or wish to pursue a formal complaint establishes a procedure for the complaint to be made in writing;
- (f) where the parents are not satisfied with the response to the complaint made in accordance with paragraph (e), makes provision for a hearing before a panel appointed by or on behalf of the proprietor and consisting of at least three people who were not directly involved in the matters detailed in the complaint;
- (g) stipulates that, where there is a panel hearing of a complaint, one person will be independent of the management and running of the school;
- (h) allows for the parents to attend and to be accompanied at a panel hearing if they wish;
- (i) provides for the panel to make findings and recommendations and stipulates that the complainant, proprietor and head teacher, and where relevant the person complained about, are each given a copy of any findings and recommendations;
- (j) provides for written records to be kept of all complaints, including whether they are resolved at the preliminary stage or proceed to a panel hearing;
- (k) provides that, subject to paragraph 6(2)(j) of this Schedule, correspondence, statements and records of complaints are to be kept confidential except where the National Assembly or a body conducting an inspection under section 163 of the 2002 Act requests access to any documents relating to the complaint; and
- (l) where the school provides boarding accommodation, complies with Standard 5 of the National Minimum Standards for Boarding Schools 2003 or, where applicable, Standard 4 of the National Minimum Standards for Residential Special Schools 2003.