

ANNEX 5A

PROCEDURE FOR COMPLAINTS FROM BOARDERS AND THEIR PARENTS

Reference:

A. National Minimum Standards for Boarding Schools dated September 2010.

Introduction

If any boarder or parent has a complaint or concern about their welfare or care at school, they should follow the procedures set out in the appropriate documents:

- The Parental Complaints Procedure at Annex 5, which is available to parents and prospective parents on the school's website or on request from the school office.
- The Complaints Policy for Pupils at Annex 13, which is made available to all pupils.

The purpose of this document is to set out the additional measures open to boarders and their parents in the event of a complaint concerning their welfare, in accordance with Standard 5 of the National Minimum Standards for Boarding Schools. Boarders are told/reminded of the procedure at the start of each term and it is available to boarders, their parent and staff on the school website.

If boarders or their parents have any complaint concerning their welfare they may contact:

- Ofsted (the Office for Standards in Education, Children's Services and Skills). Their helpdesk is open from 8am to 8pm, Monday to Friday. phone 0300 1234 234. Staff on the helpdesk will discuss your concerns with you, advise you about whether to put your complaint in writing, or suggest other ways to deal with your concerns.
- The Local Authority Designated Officer (for Child Protection) (Mr Munro): 01323 466606.

Parents

Advice for parents is available online at:

<http://www.ofsted.gov.uk/Ofsted-home/About-us/Parents-and-carers>.

However, parents should note that Ofsted does not consider complaints about Independent Schools and advises parents that, if they are unhappy with the outcome of the school's complaints procedure, they should send their complaint in writing to:

Independent and Boarding Team
Department for Education
Mowden Hall
Staintdrop Road
Darlington
DL3 9BG

Boarders

Ofsted provides online advice on the rights of children living away from home at:

<https://www.rights4me.org/>.

Or you may contact Ofsted by:

- By telephoning 0800 528 0731 (free phone)
- Or by writing to: Office of the Children's Rights Director
Ofsted
Aviation House
125 Kingsway
London WC2B 6SE

Related Documents:

Annex 4: Policy for the Prevention of Bullying

Annex 5: Parental Complaints Procedure.

Annex 9: Child Protection Policy.

Annex 13: Complaints Policy for Pupils.