

POLICY FOR COMPLAINTS FROM PARENTS OF BOARDERS

The school is committed to taking all complaints seriously.

On receiving a complaint, we will investigate the matter thoroughly.

The investigation will be done by a senior member of staff such as the Boarding Mistress.

Process:

Interview with relevant staff / witnesses

Interview pupil if appropriate

Make appointment to respond to parents

Report to Head teacher

Follow the School Complaints Procedure

The address for **serious and major** complaints is given below:

**I.S.I.
Independent Schools Inspectorate,
Ground Floor CAP House,
9-12 Long Lane, London EC1A 9HA**

Tel: 020 7600 0100

*Complaints relating to Child **Protection** will be dealt with in line with the policy on Child Protection.

Prepared: 2012 SrF, SrD; Reviewed: 01/13 SG, SrD; Jan 2014 SrD; Feb 2015; April 2016; 09.2017

Next review due: Summer 2018