



## Brummana High School

### Complaints Policy

Brummana High School is a Quaker coeducational day and boarding school which seeks all round excellence academically, in the arts and sports, and aims to promote integrity amongst its staff and students. Each member of the school community ensures that students from diverse backgrounds are prepared to be responsible citizens and life-long learners, respecting each other and helping in the community.

Whilst we make every effort to meet peoples' expectations, circumstances may arise where an individual has a concern and wishes to bring this to the school's attention. We will take all reasonable steps to resolve the situation, in the interest of all, having looked at the case objectively and fairly.

## COMPLAINTS

A complaint is an expression of dissatisfaction with a real or perceived problem, and requires a response. It may be made about the school's procedures or methods of operating, or about a specific department or member of staff. It may be made if it is thought that the school or a member of its community has, for example:

- done something wrong
- failed to do something that should have been done
- acted unfairly or impolitely

All complaints need to be handled seriously. A gentle expression of concern, or a simple query, may grow into a painful matter if parents or others feel that they have been brushed aside. Equally, issues with the potential to become acutely difficult may dwindle and fade if they are handled well at the initial stage. Procedures need to be flexible to handle both formal complaints and the informal raising of issues.

Anyone who has a concern which cannot be resolved directly with the teacher or administrator concerned should initially raise this with the Head of Department or Head of Section, or Administrative Line Head as this enables them to respond and deal with an issue quickly.

They will seek to resolve this fairly and objectively and inform the complainant of the outcome of their investigation.

If the complainant remains unsatisfied with the outcome of the investigation and action taken, he/she may refer the complaint further to the School Principal (or, in the case of a complaint about a member of the administrative staff, the Bursar), who will examine the complaint, draw conclusions and take appropriate action.

Where an individual wishes to make a written complaint, he/she should email the Head of Section or the School Principal, or in the case of a complaint involving an administrative member of staff, the Bursar. Correspondence should be marked **private and confidential**.

To help resolve the complaint as quickly and effectively as possible, the individual making the complaint should do so as soon as possible and should include in it:

- Name, organisation (if relevant), address, telephone number and e mail.
- As much relevant information as possible, including what happened, where, when (date/time), who was present and any action taken, and by whom.
- What it is that was felt to be unsatisfactory.
- What the complainant believes should be done to address his/her concern.

Receipt will be acknowledged, if possible, within one working day. The complaint will then be investigated by the Head of Section or the Principal, or in the case of a complaint against an administrative member of staff, the Bursar. Where clarification or further information is felt to be necessary, the Head of Section/Principal/Bursar will contact the person complaining to request this and may arrange an online or in person meeting. The complainant may choose to be accompanied at any such meeting.

A response will be sent within 10 working days. If this is not possible, a holding reply will be sent advising when we estimate the investigation will be completed.

The response to the complaint will explain the school's findings and what action the school will be taking/has taken, subject to the bounds of confidentiality.

If the complainant is not satisfied with the response, he/she may appeal the decision, by writing to the Chair of the Governing Body.

Appeals must be submitted within 28 days of the school's response to the complaint.

The appeal should be specific about why the individual feels the decision made was wrong and provide the facts and information necessary to demonstrate this.

A decision will be notified by the Chair of the Governing Body within 28 days of receipt and will be final. A complaint about the Principal or the Bursar should be made directly to the Chair of the Governing Body.

Irrespective of the outcome of any complaint, The Principal and Chairman will consider if there is any requirement in respect of wider action.

Consideration will also be given to whether any changes should be made to policies, procedures, training etc. to see if anything might reasonably be done to prevent a similar issue arising in future.

## CONFIDENTIALITY

The complaint will be treated as confidential as far as is reasonably possible and should also be regarded as such by the complainant, and any communication on this issue, including responding to the complainant, will be subject to the school's guidelines on professional conduct.

It should be noted that the school reserves the right to take action in the case of malicious or unfounded complaints and will always seek to defend the institution and its staff in such cases.

JND Gray  
Principal  
11/10/2025