



RUGBY SCHOOL



BILTON  
GRANGE

PREPARATORY  
SCHOOL

## Complaints Procedure

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Advent 2025

## **1.0 INTRODUCTION**

- 1.1 In accordance with paragraph 32(1)(b) of Schedule 1 to the *Education (Independent School Standards) Regulations 2014*, the School will make available to parents of students (including prospective students) details of the School's 'Complaints Procedure' and the number of complaints registered under the formal procedure during the preceding school year. The School will also provide this information on request to the Chief Inspector, the Secretary of State or an independent inspectorate. This information can be obtained by calling:
- 01788 556216 for Rugby School, or
  - 01788 810217 for Bilton Grange
- 1.2 The aim of this procedure is to ensure that a complaint is sympathetically and efficiently managed and resolved as soon as possible. This procedure promotes good practice, fairness and confidence in the School's ability to safeguard and promote welfare. We will try to positively resolve every complaint and, where necessary, review our systems and procedures in the light of circumstances.
- 1.3 To achieve this aim, we need to know as soon as possible if there is any cause for dissatisfaction. We recognise that a difficulty which is not resolved quickly and fairly can quickly become a cause of resentment that can damage relationships and our school culture. Parents and students should never be made to feel that a complaint will adversely affect a student or their opportunities at the School.

## **2.0 SCOPE**

- 2.1 This procedure applies to all current students and parents of current students at Rugby School and Bilton Grange. It will only apply to former students or parents of former students if the complaint was initially raised when the child was still registered as a student at the School, except when the complaint concerns the Head's decision to permanently exclude or require the removal of a student. In this case, a review must be requested by no later than seven days from the date of the decision, as set out in the School's discipline policies.
- 2.2 These procedures should be read and followed by all staff who are likely to deal with concerns or complaints from parents or students. It does not need to be included in ESS sign-off.

## **3.0 INTERPRETATION**

- 3.1 The definitions in this clause apply in this procedure.
- 3.2 'School': Rugby School or Bilton Grange, either individually or collectively.
- 3.3 'Complaint': an expression of dissatisfaction with a real or perceived problem about the School as a whole, a specific department or an individual staff member. Examples of problems include where a parent believes that the School did something wrong, failed to do something that it should have done, or acted unfairly.
- 3.4 'Parent(s)/you': the holder(s) of parental responsibility for a student to whom the complaint relates. A complaint by one parent will be deemed to be a complaint by both parents where applicable.

- 3.5 'Working day': a weekday during term time when lessons are being taught. For the avoidance of doubt, term dates are published on the School's website. Information about term dates is made available to parents and students periodically.
- 3.6 'Head': the Head Master of Rugby School or the Headmaster of Bilton Grange.
- 3.7 'Governor': a member of the Governing Body of Rugby School.

#### **4.0 COMPLAINTS BY PARENTS – STAGE 1: INFORMAL RESOLUTION**

- 4.1 **Types of complaints:** Most complaints can be resolved informally. Examples include dissatisfaction about an aspect of teaching, pastoral care, systems or equipment; allocation of privileges or responsibilities; timetable clashes; or billing errors.
- 4.2 **Notification:** Parents should raise the complaint initially with the person suggested below:
- 4.2.1 **Education issues** (for example, relating to the classroom, curriculum or special educational needs): Tutor, Head of Department (HoD) or Housemaster/Housemistress (Hm) as appropriate.
- 4.2.2 **Pastoral care** (for example, relating to outside the classroom or in the House): Tutor, Hm or Head of Boarding/Houses as appropriate.
- 4.2.3 **Disciplinary matters** (for example, relating to disciplinary action taken or a sanction imposed): the member of staff who imposed it then, if not resolved, with the Hm or HoD at Rugby or Head of Phase at Bilton Grange.
- 4.2.4 **Financial and administrative matters** (for example, fees, extras or other administrative matters): Fees Manager.
- 4.2.5 **Admissions matters:** Deputy Head of Admissions & Marketing (Rugby School) / Head of Admissions (Bilton Grange).
- 4.2.6 **Complaint against the Head or Executive Principal (International):** Chair of Governors (whose contact details are available on request by telephoning Rugby School on 01788 556216).
- If the complaint is not raised with the designated staff member set out in items 4.2.1 to 4.2.6, parents will be asked to redirect it to the appropriate individual under this procedure.
- 4.3 **Acknowledgement:** Complaints will be acknowledged by telephone or email within two working days of receipt during term time or as soon as practicable in the holidays.
- 4.4 **Unresolved complaints:** If a complaint has not been informally resolved within fourteen working days of the School receiving the complaint, it can be converted into a formal complaint in accordance with Stage 2 (see item 5).

#### **5.0 COMPLAINTS BY PARENTS – STAGE 2: FORMAL RESOLUTION**

- 5.1 **Types of complaints:** A Stage 2 complaint is typically an unresolved complaint under Stage 1. Senior members of School staff may decide to elevate a complaint to Stage 2 at their discretion.
- 5.2 **Notification:** The complaint should set out the full details in writing. It should be sent with all relevant documents and full contact details for the attention of the Head or Chief Operating Officer, as appropriate. If a formal written complaint is received by another member of the School's staff, they will immediately pass it to the relevant person.

- 5.3 **Acknowledgement:** The complaint will be acknowledged as received by telephone or email within five working days during term time or as soon as practicable during the holidays. The acknowledgement will state that action is being taken and indicate the likely timescale for resolution.
- 5.4 **Investigation and resolution:** The Head or Chief Operating Officer may deal with the matter personally or ask a senior member of staff, independent person or Governor(s) to act as an “investigator(s)”. The investigator may request additional information from parents, whether in person or via email. After the investigation, they will prepare a report.
- 5.5 **Outcome:** The Head or Chief Operating Officer will aim to inform parents of the investigation’s outcome and their decision within one calendar month of receiving the complaint. Any complaint received during a School holiday or within one month before the end of term or half term is likely to take longer to resolve due to the unavailability of personnel.
- 5.6 **Complaints against the Head:** The procedure differs for a complaint against the Head. The complaint will be directed to the Chair of Governors. The Chair may deal with the matter personally or appoint a senior member of staff, independent person or Governor(s) to act as “investigator(s)”. The person dealing with the complaint will call for a full report and all the relevant documents from the person(s) being complained about. They may also call for a staff briefing and meeting with the parents to discuss the matter further. Once the Chair is satisfied that, so far as is practicable, all of the relevant facts have been established, the parents will be informed of the decision in writing. The Chair will give reasons for their decision in writing.
- 5.7 **Total timeframe for resolving Stage 1 and 2 complaints:** It is in everyone’s interest to resolve a complaint as speedily as possible: the School’s target is to complete the first two stages of the procedure within seven weeks if the complaint is made in term time.
- 5.8 **Record of complaints:** The School keeps a log of all complaints under this stage of the procedure. The log should provide: the name of the complainant, the date the complaint was received and resolved, the matter complained of, whether the complaint related to boarding and the outcome, including actions taken by the School. Written records will also be kept as set out in item 10.
- 5.9 **Unresolved complaints:** If a parent is dissatisfied with a Stage 2 decision, the parents can request that the complaint is referred to the Review Panel under Stage 3.

## 6.0 COMPLAINTS BY PARENTS – STAGE 3: PANEL HEARING

- 6.1 **Notification:** To request a Stage 3 Panel Hearing, parents should write to the Clerk to the Governors within seven days of the decision complained of. The Clerk’s email address is [clerk@rugbyschool.net](mailto:clerk@rugbyschool.net). Requests will only be considered if the relevant procedures at Stages 1 and 2 have been completed (unless the complaint is about a decision to exclude or require removal of a student). Parents should ensure that all the grounds for the complaint are explained and should indicate their desired outcome. Parents should include any copies of relevant documents. The Clerk will acknowledge the request in writing within five working days during term time and as soon as practicable in the School holidays. The matter will then be referred to the Review Panel for consideration.
- 6.2 **The Review Panel:** The Panel will consist of three people who are not directly involved in the matters of the complaint; one will also be independent of the management and running of the School. If a Governor has already been appointed by the Chair to deal with a complaint against the Head (see item 5.6), they cannot be a part of the Review Panel at Stage 3. The Clerk, on behalf of the Panel, will then schedule a hearing.

- 6.3 **Notice of hearing:** Reasonable efforts will be made to ensure that the Panel hearing will take place within fifteen working days of the receipt of the request. As soon as reasonably practical (and in any event at least five working days before the hearing), the Clerk will send to the parents written notification of the date, time and place of the hearing, and brief details about the Panel members.

If the Panel deems it necessary, further particulars of the complaint or any related matter may be required in advance of the hearing. All parties shall be supplied with copies no later than five working days before the hearing.

The fifteen-day target for the hearing to take place may need to be flexible either because of the availability of suitable personnel or because of school holidays.

- 6.4 The Clerk will make every reasonable effort to find a date and time for the hearing that suits all parties. However, the School reserves the right to hold the hearing in the absence of parents if, after the Clerk has made reasonable efforts to find a suitable time and location, the parents are repeatedly unable to attend proposed meetings for any reason or if the parents refuse to attend the meeting.

6.5 **The hearing:**

6.5.1 The parents may attend the hearing and be accompanied by one other person if they wish. This may be a relative, teacher or friend. Legal representation will not be permitted.

6.5.2 The manner in which the hearing will be conducted is at the discretion of the Panel. The Panel may, at their discretion, adjourn the hearing for further investigation of any relevant issue. This may include an adjournment to take legal advice.

6.5.3 If possible, the Panel will resolve the complaint without the need for further investigation. Where further investigation is required, the Panel will decide how it should be carried out.

6.6 **Outcome:**

6.6.1 After due consideration of all the relevant facts, the Panel will write to parents with their decision and reasons within five working days of the hearing. Additional time may be required if it is necessary to carry out further investigations following the hearing. The decision of the Panel will be final, except where a complaint is about permanent exclusion or required removal (see item 6.6.1(a)). A copy of the Panel's findings and any recommendations they have made will be sent by email or given to parents in person. A copy will also be available for inspection on the School premises by the Chair of Governors and the Head. Where relevant, the person complained about, the Chair of Governors and Head will also receive a copy.

- (a) If a complaint concerns a decision to permanently exclude or require the removal of a student, the Panel will review whether the decision is reasonable. Where the Panel concludes that the decision is not reasonable, it will recommend that the decision is reconsidered and reasons are provided to the Panel. The matter shall then be sent to the Head for consideration and revision (if appropriate) of the original permanent exclusion or required removal decision.

6.6.2 It is not within the powers of the Panel to make any financial award, nor to impose sanctions on staff, students or parents. The Panel may only make recommendations of these to the Head or full body of Governors as appropriate.

- 6.7 **Persistent Correspondence:** Where repeated attempts are made by parents to raise the same or similar complaint after it has been considered at all three stages, this may be regarded by the School as vexatious and outside the scope of this procedure.

## 7.0 Early Years Foundation Stage (EYFS)

- 7.1 In the first instance, complaints should be raised with the Nursery Manager or the Head of Pre-Prep, as appropriate. Parents of EYFS children should follow the three stages of this Complaints Procedure. If parents remain dissatisfied and their complaint is about the School's fulfilment of the EYFS requirements, then parents may take their complaint to the ISI or Ofsted. Parents will be notified by ISI or Ofsted of the outcome of the investigation into their complaint within 28 days of the complaint being received.
- 7.2 The School will provide ISI/Ofsted, on request, with a written record of all complaints made during any specified period, and the action which was taken as a result of each complaint. The record of any such complaints will be kept in accordance with its Privacy Notice and Retention of Records Procedure.
- 7.3 Parents may complain directly to Ofsted or to ISI if they believe the provider is not meeting the EYFS requirements. Schools must make available details of how to contact Ofsted and/or the ISI:
- 7.3.1 Ofsted can be contacted on 0300 123 1231 or by email: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)  
Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD
- 7.3.2 ISI can be contacted on 020 7600 0100 or by email: [concerns@isi.net](mailto:concerns@isi.net) ISI, CAP House, 9-12 Long Lane, London EC1A 9H

## 8.0 COMPLAINTS BY STUDENTS AT RUGBY SCHOOL

- 8.1 **How to make an informal complaint:** If students wish to complain about something or someone, they should firstly speak to any member of staff (for example, their Hm or Tutor). They do not need to inform the person they are complaining about, or anyone else, that they are raising a complaint.
- 8.2 **How to make a formal complaint**
- 8.2.1 If the matter is not informally settled to a student's reasonable satisfaction, they should write to their Hm or a member of the Senior Management Team stating that they wish to make a formal complaint. This can be done via email. Once again, they do not need to inform the person they are complaining about, or anyone else, that they are raising a complaint.
- 8.2.2 The complaint will then be registered in a Complaints File held by the Deputy Head.
- 8.2.3 The Deputy Head will acknowledge receipt of the complaint via email and propose a meeting to discuss the complaint, which will be held within two School days of the complaint if it was made during term time or as soon as is practicable if during the School holidays.
- 8.2.4 The meeting may be with a Senior Manager of the student's choice. Following the meeting, the complaint will be investigated and then the Deputy Head will inform the student whether the complaint is upheld, partially upheld or not upheld, with reasons, in person or in writing. The student will receive this decision within one month if they made the complaint during term time and as soon as practicable outside of term.

### 8.3 **Review:**

8.3.1 If a student is not satisfied with the decision regarding a formal complaint, they may write to the Head, setting out the reasons for dissatisfaction. This may be via email.

8.3.2 The Head will review the decision and will inform the student of his findings within one calendar month of receiving a request for a review. The Head has sole discretion as to his subsequent course of action. This decision will be final.

8.3.3 Parents may use the School's parental formal complaints procedure, which is set out in this procedure, if a student continues to feel that the School has not taken the complaint into proper consideration.

8.4 **Bringing support:** Please note that a student may bring a friend, Tutor or member of staff with them when they are making any type of complaint or speaking to the Senior Manager or Head about the complaint.

### 9.0 **COMPLAINTS BY PUPILS AT BILTON GRANGE**

9.0.1 The procedure for Rugby School students also applies to Bilton Grange pupils. However, given the age of pupils at Bilton Grange, there are a number of steps to be taken prior to a cause for concern becoming a complaint.

9.0.2 An internally produced booklet entitled Helping Hands, which gives pupils guidance on sharing their concerns, is displayed in each Form room and the boarding houses. Pupils are encouraged to speak to their tutor or any member of staff with whom they feel most comfortable. They may also approach the Independent Listener whose name and contact details are displayed in the Helping Hands booklet.

9.0.3 Pupils may choose a more formal approach where they would first consult the Head of Phase, Head of Boarding or the House Mothers (See also the Boarding Procedure) although they are also free to approach any member of the Senior Leadership Team (SLT).

### 10.0 **RECORDING COMPLAINTS AND USE OF PERSONAL DATA**

10.1 Following resolution of a complaint at any of the three Stages, the School will keep a written record of the complaint and any action taken by the School. Complaints will be recorded in accordance with the School's 'Data Protection' and 'Document Retention' Policies. Responsibility for the oversight of this record lies with the Deputy Head of Rugby School and, at Bilton Grange, the Headmaster of Bilton Grange.

10.2 Correspondence, statements and records relating to individual complaints will be kept confidential, except where:

10.2.1 the Secretary of State, or a body conducting an inspection under section 109 of the Education and Skills Act 2008, requests access to them;

10.2.2 the School deems it necessary to investigate the matter properly and fairly; or

10.2.3 the School deems it necessary to make a referral to a statutory authority.

10.3 The record of complaints will be kept for 12 months after the student has left the school, after which time it will be permanently deleted. An exception to this rule may be made in the case of complaints relating to safeguarding.

10.4 In the academic year 2024-2025 the number of complaints made under this procedure were:

	<b>Rugby School</b>	<b>Bilton Grange</b>
Level 2	6	0
Level 3	0	1

#### **11.0 RELATED POLICIES AND GUIDANCE**

*Education and Skills Act (2008)*

*Education (Independent School Standards) Regulations (2014)*

*'Rugby School Group Data Protection Procedure'*

*'Rugby School Group Document Retention Procedure'*

*'Rugby School Group Safeguarding and Child Protection Procedure'*

*'Rugby School Discipline and Rewards Procedure'*

*'Bilton Grange Discipline and Rewards Procedure'*

*'Little Grange Behaviour Management Procedure'*

*'Little Grange Complaints Procedure'*

*'Little Grange Safeguarding Procedure'*

<b>Authorised: Risk &amp; Compliance Committee</b>
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Advent 2025
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