STOCKPORT GRAMMAR SCHOOL

COMPLAINTS PROCEDURE

Reviewed by Education Committee 25.11.2025
Approved by Governors 09.12.2025

Introduction

Stockport Grammar School has long prided itself on the quality of the teaching and pastoral care provided to its pupils. However, if parents do have a complaint, they can expect it to be treated by the School in accordance with this Procedure.

Stage 1 – Informal Resolution

- It is hoped that most complaints and concerns will be resolved quickly and informally.

- In the Senior School if parents have a complaint they should normally contact their son/daughter's Head of Year who will inform the Head of Section. In many cases, the matter will be resolved straightaway by this means to the parents' satisfaction. If the Head of Year cannot resolve the matter alone, it may be necessary for him/her to consult a Head of Department, the Head of Section or a Deputy Head. In the Junior School, where a parent feels that a situation has not been resolved through contact with the form teacher, or with a Deputy Head, or their concern is of a more serious nature, they should make an appointment to discuss it with the Head of the Junior School. The receipt of a complaint will normally be acknowledged within two working days.

- In the Senior School, complaints made directly to a Head of Department, a Deputy Head or the Head will usually be referred to the relevant Head of Year or Head of Section unless the Head of Department, a Deputy Head or the Head deems it appropriate to deal with the matter personally. In the latter case the Head of Year and Head of Section will be informed.

- The Head of Year or Head of Section in the Senior School or the Head of the Junior School will make a written record of all concerns and complaints and the date on which they were received. Should the matter not be resolved **within fourteen working days** or in the event that the Head of Year, Head of Section or Head of the Junior School and the parents fail to reach a satisfactory resolution then parents will be advised to proceed with their complaint in accordance with Stage 2 of this Procedure.

Stage 2 – Formal Resolution

- If the complaint cannot be resolved on an informal basis, then the parents should put their complaint in writing to the Head of Stockport Grammar School. The receipt of a complaint will be acknowledged within two working days. The Head will decide, after considering the complaint, the appropriate course of action to take.

- A complaint should be registered within three months of the date on which the substance of it first arose or, where a series of associated incidents have occurred, within three months of the last of these incidents.

- In most cases, the Head will meet or speak to the parents concerned, normally within **seven working days** of receiving the complaint, to discuss the matter. If possible, a resolution will be reached at this stage.

- It may be necessary for the Head to carry out further investigations.

- Once the Head is satisfied that, so far as is practicable, all of the relevant facts have been established, a decision will be made and parents will be informed of this decision in

writing. The Head will give written reasons for the decision **within seven working days** and explain the right to proceed to Stage 3 and what that entails.

- If parents are still not satisfied with the decision of the Head, they can proceed to Stage 3, for example, if parents feel the complaint was not fully investigated or new evidence has come to light.

- The Head will keep a written record of all meetings and interviews held in relation to the complaint, including whether the complaint is resolved at the formal stage or proceeds to a panel hearing and the action that has been taken by the School as a result of the complaint (regardless of whether it was upheld).

Stage 3 – Appeals Committee Hearing

- If parents seek to invoke Stage 3 (following a failure to reach an earlier resolution), they must give notice in writing to the Bursar of their intention to appeal setting out their grounds. This notice must be given **within five working days** of receiving the decision at Stage 2 above.

- A tribunal of the Appeals Committee will normally hear the appeal **within ten working days** of the Bursar receiving the notice in writing.

- The tribunal will be convened in accordance with the Appeal Committee's terms of reference. It will consist of at least three people who were not directly involved in the matters detailed in the complaint, at least one of whom is independent of the management and running of the school.

- The appeal will take the form of a review.

- The Head is entitled to be present and may be accompanied.

- Whilst legal representation is not permitted, parents may be accompanied at the hearing by a friend, representative or companion.

- The tribunal may give its findings orally. The findings and any recommendations will be sent in writing to the parents and, where relevant, the person complained about, normally **within ten working days.** A copy of those findings and recommendations will be available on the school premises for inspection by the Chair of Governors and Head.

- The Head will keep a written record of all meetings and interviews held in relation to the complaint, including whether the complaint is resolved at the formal stage or proceeded to a panel hearing. A clear concluding note will record the action that has been taken by the School as a result of the complaint (regardless of whether it was upheld).

Parents can be assured that all concerns and complaints will be treated seriously and confidentially. Correspondence, statements and records will be kept confidential except where the Secretary of State or a body conducting an inspection under Section 108 or 109 of the 2008 Act requests access to them. Likewise, the School expects that anyone making a formal complaint will allow the School to undertake its investigations in confidence and that they will not share or distribute the findings or materials of any complaint outcomes.

Parents may refer a complaint to Ofsted or the Independent Schools Inspectorate should they so wish. The contact details are as provided below.

Additional guidance on the operation of the Complaints procedure may be obtained from the Head of the Senior School by request.

Early Years Foundation Stage

Additional requirements apply for EYFS settings beyond those which apply to the other parts of the School. Written complaints about the fulfilment of the EYFS requirements must be investigated and the complainant notified of the outcome of the investigation within 28 days. The record of complaints must be made available to Ofsted and ISI on request.

Parents may contact Ofsted and/or ISI should they so wish and the relevant contact details are:
Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD; general helpline 0300 123 1231; textphone number 0161 618 8524. www.ofsted.gov.uk
Email: enquiries@ofsted.gov.uk

Independent Schools Inspectorate, Ground Floor, CAP House, 9-12 Long Lane, London EC1A 9HA; telephone 020 7600 0100. www.isi.net Email: info@isi.net

NOTES

1. "Working day" is defined as "any day during which the School is in session and excludes staff in-service (inset) days".
2. Where a notice has to be given "within" a specified time from some event, the day on which the event occurred is excluded but the day on which the notice is served is included.
3. If the time limits specified are affected by a day or days when the School is not in session the timetable will be determined by the Chair of the Appeals Committee or by a Vice Chair of the Governing Body.
4. There is a presumption that time limits will be adhered to. In exceptional circumstances application to extend may be made in writing with supporting reasons when submitting a late appeal.
5. All supporting documentation in relation to an appeal (including the School's response, if any) must be exchanged so as to allow a minimum of two clear working days before the date set for the hearing.
6. Remit of friend, representative or companion – before the hearing takes place the party shall inform the Bursar whom they have chosen. Such person is allowed to put the case for the party, sum it up and respond on the party's behalf to any view expressed at the hearing. Such person may also confer with the party during the hearing. It is considered good practice to allow such person to participate as fully as the party wishes. Such person has no right to answer questions on the party's behalf, or to address the hearing if the party does not want this. NB the tribunal can regulate its own proceedings.
7. A review will concentrate upon whether the decision taken is in accordance with the policy and whether the outcome is reasonable in all the circumstances. NB the tribunal can regulate its own proceedings.

Authorised by Chair of Governors	
Date	09.12.2025

Circulation	Governors / teaching staff / all staff / parents / website
Status	Regulatory

During the Academic Year 2025-2026 the school handled the following number of complaints;

	Junior School	Senior School
Stage 1	9	19
Stage 2	3	4
Stage 3	0	2