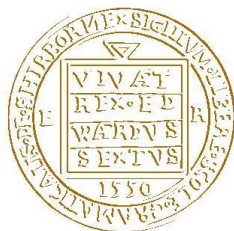


Date: June 2024

Author: Bursar, adapted for Short Courses by SJB; agreed by DAS, June 24



## SHERBORNE

### COMPLAINTS PROCEDURE – SHORT COURSES

#### 1. Introduction

- 1.1 Sherborne International students who have a complaint should follow the guidance laid out in the Student Handbook. This policy sets out the process for handling complaints from students on Short Courses (or their parents/representatives). It does not apply to prospective students and only applies to former students if the complaint was initially raised when the student was enrolled on the short course.
- 1.2 A complaint is any matter about which a student (or their parents/representative) is unhappy and seeks action by the School.
- 1.3 It is hoped that all complaints and concerns will be resolved as early and as informally as possible. The timescale for acknowledging, considering, and resolving complaints is set out in working days.
- 1.4 All complaints will be acknowledged within five working days.

#### 2. Stage One - Informal Resolution

- 2.1 If parents have a concern or a complaint, they should normally first contact the Director of Short Courses. The Director of Short Courses may be able to resolve the concern directly. He may need to consult the Academic Manager or a subject teacher if it is an academic concern, or he may need to pass the parent on to the Deputy Head Pastoral if it is a concern about pastoral provision. Similarly, if the complaint is neither academic nor pastoral in nature, then the complaint may be passed to the Bursar (or their nominee, depending on the nature of the complaint). The Headmaster may be involved in informal resolution of concerns if this is felt appropriate depending on the seriousness or urgency of the concern in question.
- 2.2 Should the matter not be resolved within seven working days or in the event that the parent is not satisfied with the response then the parent should proceed to stage two of this procedure.

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### **3. Stage Two - Formal Resolution**

- 3.1 If the concern or complaint cannot be resolved on an informal basis then parents should set it out in writing to the Bursar. After considering the complaint the Bursar will acknowledge receipt of the complaint within five working days and decide the appropriate course of action to take. If necessary further investigation of the complaint may be required (e.g. where there may be other parties involved) and if appropriate there will be a meeting with the parents, to discuss the matter and seek a resolution at this stage.
- 3.2 Once, so far as reasonably practicable, all of the relevant facts have been established, a decision will be made, and the parents will be informed in writing and reasons for the decision given.
- 3.3 If the complaint is against the Director of Short Courses, the Bursar will call for a full report from the Director of Short Courses and for all the relevant documents. The Bursar may also call for a briefing from members of staff, and will in most cases, speak to or meet with the parents to discuss the matter further. Once the Bursar is satisfied that, so far as is practicable, all of the relevant facts have been established, the parents will be informed in writing and the reasons for the decision given.
- 3.4 The School will keep a written record of all meetings and interviews held in relation to the complaint and will advise parents of the decision within 14 working days of receiving the complaint in writing under paragraph 3.1. In the event that it is not possible for the School to complete its investigation or establish all the facts and so cannot make a decision within this period then parents will be advised as to why this is the case and informed of the revised timescale.
- 3.5 If parents are not satisfied with the decision, they can refer their complaint to English UK. Information on how to do this is given in paragraph 6 below.

### **4. Confidentiality**

- 4.1 Correspondence, statements and records relating to individual complaints will be kept confidential except where the Secretary of State or a body conducting an inspection under section 109 of the Education and Skills Act 2008 requests access to them.

### **5. Recording Complaints and use of personal data**

- 5.1 Following resolution of a complaint made under Stage Two, the School will keep a written record of all formal (Stage 2) complaints, and actions taken by the School as a result of these complaints (regardless of whether they are resolved or upheld).
- 5.2 The School processes data in accordance with its Privacy Notice. When dealing with complaints the School may process a range of information, which is likely to include the following:

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- Date when the issue was raised
- Name of parent
- Name of student
- Description of the issue
- Records of all the investigations (if appropriate)
- Witness statements (if appropriate)
- Name of member (s) of staff handling the issue at each stage
- Copies of all correspondence on the issue (including emails and records of phone conversations)
- Meeting notes
- The written decision.

This may include 'special category personal data' (as further detailed in the school's Privacy Notice, but potentially including sensitive data such as information relating to physical or mental health) where this is necessary owing to the nature of the complaint.

The School will keep records of formal complaints, as required by regulation. It will do so in accordance with its Privacy Notice and Records Retention Policy but in most cases for a period of at least six years after the student leaves the School.

## **6. Taking the complaint further (Complaints against English UK member centres)**

- 6.1 If students are not satisfied with the School's response to their complaint, they can write (in English) to English UK by emailing [complaints@englishuk.com](mailto:complaints@englishuk.com) or by sending a letter to English UK, 47 Brunswick Court, Tanner Street, London SE1 3LH.
- 6.2 English UK can only accept complaints made on behalf of a student if it is made by a close family member (parents, brother/sister, uncle or aunt) and if the student has given written authorisation for the family member to pursue the complaint.