

## **Complaints against the School.**

The headmaster and staff recognise that, despite their best endeavours, some issues may arise that give cause for complaint. The following procedures have been installed to address any complaints that may be made against the school.

### **1. Initial Step**

Complaints may be raised formally or informally and are best addressed to the member of staff most closely involved. The complaint will either be satisfactorily resolved at this level, or passed to the member of staff most likely to be able to reply quickly and authoritatively. It is the school's intention that, unless the issue is too complex, a verbal reply will be issued within three days.

### **2. Second Step**

If the response fails to satisfy the complainant, or where the complaint is renewed, the issue will be passed to the headmaster who, within three further days, will give a verbal reply. This will be followed by a formal reply.

### **3. Appeal Procedure**

Where the response by the headmaster does not support the view of the complainant, the complainant will be asked to submit the complaint in writing to an appeal committee that will be chaired by the headmaster of Exeter School. At their discretion, the complainant may be invited to address the committee. The outcome of that committee's review is final. Its finding will be delivered in writing within two weeks or, where it is a matter of urgency, within five days.

If legal action is threatened against the school or against any of its staff, the provisions of this procedure will be suspended and the matter dealt with through the school's legal representative.