



# Queen Victoria School Complaints Policy

(includes Exclusions)

## 1. Introduction

- 1.1 At Queen Victoria School we operate an open policy and treat all complaints seriously and sensitively. Confidentiality is respected and knowledge of the issue is restricted to those directly involved. Resolution of the matter is sought and where complaints are found to be justified, appropriate action is taken.
- 1.2 Please note that a record of all complaints and outcomes will be kept by QVS. Anonymous complaints may be received from complainants who do not wish to be identified. They will be recorded by the school but it is at the Head's discretion as to what action, if any, should be taken.
- 1.3 Complaints regarding Child Protection will, as a matter of course, be investigated.
- 1.4 Getting it Right for Every Child (GIRFEC)**
- 1.5 Under Scottish Government legislation relating to the Getting it Right for Every Child (GIRFEC) processes, all students must have a primary contact when parents are not available or able to provide support. At QVS, the Housemasters and Housemistresses will be this primary contact for each student in their boarding house. QVS will provide this individualised support with the Deputy Head (Pupil Support) and the Deputy Head (Pastoral) as lead professionals for GIRFEC purposes.
- 1.6 In terms of the governance of the GIRFEC service, the person responsible for this will be the Senior Principal of MOD schools. The Senior Principal will be informed of any complaint at the Third and Fourth levels.

## 2. Complaint Levels

- 2.1 **There are four levels within the QVS Complaints process.**

### **LEVEL ONE:**

**Informal complaint or concern raised in conversation, over the phone or by email.**

Complaints will be acknowledged within 5 working days, if provided in writing.

Following investigation of the complaint the school will write to parents as soon as possible advising of the outcome and explaining reasons for any actions taken.

- Concern raised by parent, child or staff member
- Handled by appropriate line management (Principal Teacher, Housemaster/mistress, Deputy Head, School Business Manager or Head)
- Information gathering exercise takes place
- Evidence is reviewed
- Decision is made and action points agreed (if any)
- Feedback given
- Review action points with member of staff within 1 month

#### **LEVEL TWO:**

##### **Formal complaint, raised in writing using the school's complaints form at the Annex to this policy.**

Complaints of this nature will be acknowledged within 5 working days.

Following investigation of the complaint the school will write to parents as soon as possible advising of the outcome and explaining reasons for any actions taken.

- Complaint should be addressed to the Head
- Head delegates to the appropriate person for investigation
- Evidence will be gathered and reviewed
- Recommendations for further action brought to SLT
- SLT makes decision to uphold or not
- Phone call to parent by Head or investigator and Head to write to parents with result
- Information shared with all relevant parties

#### **LEVEL THREE:**

##### **You are unhappy with the school's decision or the complaint involves the Head**

Complaints of this nature will be acknowledged within 5 working days.

Following investigation of the complaint the school will write to parents as soon as possible advising of the outcome and explaining reasons for any actions taken.

- Complaint to be formalised, in writing, through the School Business Manager (SBM), in his role as Secretary to the Board of Her Majesty's Commissioners (HMC).
- SBM contacts Chair of HMC with details
- Panel of HMC reviews evidence and gathers more as necessary
- Chair of HMC writes to parents with decision, through the SBM

#### **LEVEL FOUR:**

##### **Further complaints**

It is the right of an individual to approach those below directly at any point within the complaints process. However, we would encourage complainants to follow the school's internal process in the first instance, as an effective resolution at this level is in the best interests of all concerned.

- Defence Children Services (DCS), Chief Education Officer
- Chair HMC
- Education Scotland (HMle)
- Care Inspectorate
- Registrar of Independent Schools

**Exclusions.** Complaints against exclusion at Level 4 are to be directed to the DCS Chief Education Officer and Chair HMC only.

### 3. Contact Details

- a. The Headmaster  
Queen Victoria School  
Perth Road  
DUNBLANE  
FK15 0JY  
Tel: 0131 310 2901  
E-mail: [QVS.Head@modschoools.org](mailto:QVS.Head@modschoools.org)
- b. The Chair of Her Majesty's Commissioners  
c/o The Secretary to the Board of Her Majesty's Commissioners  
Queen Victoria School  
Perth Road  
DUNBLANE  
FK15 0JY  
Tel: 0131 310 2902  
E-mail: [nigel.cunningham@modschoools.org](mailto:nigel.cunningham@modschoools.org)
- c. Chief Education Officer  
Defence Children Services  
Building 183  
Trenchard Lines  
Upavon  
PEWSEY  
Wiltshire  
SN9 6BE  
E-mail: [andy.yeoman@modschoools.org](mailto:andy.yeoman@modschoools.org)