St George's
School Edgbaston

COMPLAINTS PROCEDURE

Revised: November 2026

This policy applies to 'parents of pupils' currently registered in the Senior and Prep Schools, and the EYFS

Introduction

St George's School prides 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
- If parents have a complaint, they should normally contact their son's or daughter's Form Tutor / Class Teacher, or a member of the Pastoral Team. In many cases, the matter will be resolved straightaway by this means to the parent's satisfaction. If the Form Tutor / Class teacher or member of the Pastoral Team cannot resolve the matter alone, it may be necessary for him / her to consult with a member of the school's leadership team or the Headteacher. Where the complaint concerns a Headteacher, the complainant should be referred to the Chair of the Board of Trustees. Correspondence should be addressed for the attention of Chair of the Board of Trustees, headed Private & Confidential, Care of the School
- Complaints made directly to the Headteacher will usually be referred to the relevant Form Tutor / Class Teacher or member of the Pastoral or Leadership Team unless the Headteacher thinks it appropriate for him to deal with the matter personally
- The Form Tutor / Class Teacher or member of the Pastoral / Leadership Team 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 7 working days, or in the event that the Form Tutor / Class teacher or member of the Pastoral Team and the parent 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 Headteacher. The Headteacher will decide, after considering the complaint, the appropriate course of action to take

- In most cases, the Headteacher will meet the parents concerned, normally within 5 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 Headteacher to carry out further investigations
- The Headteacher will keep written records of all meetings, interviews held in relation to the complaint and any actions that may have been taken
- Once the Headteacher 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 timescale for a response at this stage will be 28 working days
- If parents are still not satisfied with the decision, they should proceed to Stage 3 of this procedure

Stage 3 – Panel Hearing

- If parents invoke Stage 3, following a failure to reach an earlier resolution, they will be referred to the member of the Board of Trustees who has been appointed by Council to call hearings of the Complaints Panel
- The matter will then be referred to the Complaints Panel for consideration. The Panel will consist of at least three persons not directly involved in the matters detailed in the complaint, one of whom shall be independent of the management and running of the school. Each of the Panel members shall be appointed by the School Council. The member of School Council who has been appointed to call hearings of the Complaints Panel will then, on behalf of the Panel, acknowledge the complaint and schedule a Hearing to take place as soon as practicable and normally within 10 working days
- If the Panel thinks it necessary, it may require that further particulars of the complaint or any related matter be supplied in advance of the Hearing. Copies of such particulars shall be supplied to all parties not later than 3 days prior to the Hearing
- The parents may be accompanied to the Hearing by one other person. This may be a relative, teacher or friend. Legal representation will not normally be appropriate
- If possible, the Panel will resolve the parents' complaint immediately without need for further investigation
- Where further investigation is required, the Panel will decide how it should be carried out. After due consideration of all facts they consider relevant, the Panel will reach a decision and make recommendations, which it shall complete within two days of the Hearing. The Panel will write to the parents informing them of its decision and the reasons for it. The decision of the Panel will be

final. The Panel's findings and, if any, recommendations will be sent in writing to the parents, the Headteacher, the Board of Trustees and, where relevant, the person complained of

Parents can be assured that all concerns and complaints will be treated seriously and confidentially.

To ensure that complaints can be also be considered efficiently, fairly and consistently, all formal complaints submitted under this policy should look to be limited to 500 words. This limit should be sufficient to outline the nature of the complaint, the relevant circumstances and the outcome being sought.

Complaints should be written in the complainant's own words and should accurately reflect their personal concerns and understanding of the circumstances. Where a submission appears to have been generated substantially by artificial intelligence (AI), or is presented in an excessively generic, impersonal or unnecessarily complex format, the School reserves the right to return the submission to the complainant and request that it be rewritten potentially in their own words and in a clear, concise and accessible format.

This is intended to ensure that the School has a clear understanding of the complainant's own concerns and can respond meaningfully and appropriately. The School will, of course, consider reasonable adjustments where a complainant requires assistance or an alternative format to communicate their concerns.

Correspondence, statements and a written record of all complaints are to be kept including the details of whether they are resolved at the preliminary stage or proceed to a panel hearing.

Correspondence, statements and records relating to individual complaints are to be kept confidential except where the Secretary of State or a body conducting an inspection under section 162A of the 2008 Act requests access to them.

Number of complaints registered under the formal procedure of this policy 2025/2026: 1

Early Years Foundation Stage

Complaints procedure as above.

1. All written complaints relating to the fulfilment of the EYFS requirements will be investigated and complainants will be notified of the outcome of the investigation within 28 days of having received the complaint.

2. St George's School will provide OFSTED and ISI, 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.

Alternatively, a parent can contact OFSTED and / or the Independent Schools Inspectorate:

OFSTED
West Midlands Regional Centre
2nd & 3rd Floors
Louisa House
92-93 Edward Street
Birmingham
B1 2AG
The telephone number for OFSTED Complaints Department is:
0845 601 4772

ISI
Independent Schools Inspectorate
9-12 Cap House
Long Lane
London
EC1A 9HA

To be reviewed November 2027
or as and when statutory
guidance / legislation changes