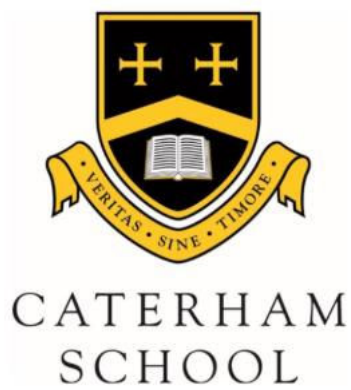


Complaints Policy

Caterham Summer School



Policy Author:

Date Reviewed by Authors:

Next Review Date:

Summer School Manager

Spring Term 2026

Spring Term 2027

Caterham Summer School

Complaints Policy

Policy Status: Safeguarding and Child Protection, Boarding Principles and Practice, Whistleblowing Policy

Applies to: All staff, volunteers, contractors, visitors and partners

Author: Summer School and Holiday Programmes Manager

Last reviewed: April 2026

Next review: April 2027

1. Policy Statement and Aims

Caterham Summer School recognises that from time-to-time students or parents/guardians may feel dissatisfied with aspects of academic provision, boarding, welfare, activities, or management.

We are committed to:

- Taking all concerns and complaints seriously
- Resolving issues promptly, fairly and, wherever possible, informally
- Ensuring no student suffers any disadvantage due to raising a concern in good faith
- Maintaining clear records and transparent processes

This policy aligns with the Caterham School [Complaints Policy 2025–26](#), adapted to the Caterham Summer School organisational structure.

This policy reflects current statutory guidance and independent school regulatory requirements, including [Keeping Children Safe in Education \(KCSIE\) – GOV.UK](#)

2. Scope

This procedure applies to:

- Students attending Caterham Summer School
- Parents or guardians of Summer School students

It does not apply to:

- Complaints regarding exclusions
- Matters where separate statutory procedures apply (e.g. safeguarding allegations, which follow safeguarding procedures)

Safeguarding concerns will be managed in accordance with statutory safeguarding procedures outlined in [Keeping Children Safe in Education \(KCSIE\) – GOV.UK](#)

3. Principles

Caterham Summer School will:

- Encourage early resolution at the lowest appropriate level
 - Respond within published timescales
 - Ensure complaints are investigated impartially and thoroughly
 - Keep written records for a minimum of three [years](#)
 - Make records available to inspectors upon request
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4. Informal Resolution – Stage 1

Who to contact:

Concerns should first be raised informally with the most appropriate member of staff:

- **Summer School and Holiday Programmes Manager**

Students are encouraged to speak directly to these staff. Parents may do so by email or in writing.

Process:

- Most concerns should be resolved through discussion and clarification
- Complaints will be acknowledged promptly

- A written or verbal response will normally be provided within **28 working days** of acknowledgement

A written record of Stage 1 complaints will be kept internally, in line with the main school procedure.

5. Formal Complaint – Stage 2

If the complainant remains dissatisfied following Stage 1, the complaint may be escalated to Stage 2.

Who to contact:

- **Commercial Manager**

The complaint must be submitted in writing, clearly stating:

- The nature of the complaint
- Steps already taken under Stage 1
- The desired outcome

Process:

- The complaint will be acknowledged in writing
- A full investigation will be undertaken
- A written outcome will be issued within 28 working days of acknowledgement

Records of all formal complaints will be centrally maintained.

6. Panel Hearing – Stage 3 (Final Stage)

If the complainant is still not satisfied following Stage 2, they may request a panel hearing by writing to:

The Chief Operating Officer or Headmaster.

Panel Composition and Hearing

- The panel will normally consist of **three people**, independent of the matters under complaint wherever possible
- The complainant may be accompanied by a friend or supporter
- The panel will review documentation and may hear from relevant staff

Outcome

- The panel's decision is final
- A written decision will be issued within 28 working days of the hearing
- The decision will fully record findings and any actions taken

A written record of panel hearings and outcomes will be retained for at least three years.

7. Record Keeping and Confidentiality

- All formal complaints and panel decisions are recorded securely
- Records identify complaints related to boarding provision
- Information is shared only on a need-to-know basis

Personal information is processed in accordance with [UK GDPR Guidance – ICO](#) and the [Data Protection Act 2018 – GOV.UK](#)

8. Safeguarding and Regulatory Complaints

If a complaint relates to **safeguarding or child protection**, Safeguarding procedures reflect the principles outlined in [Keeping Children Safe in Education \(KCSIE\) – GOV.UK](#) and [Working Together to Safeguard Children – GOV.UK](#) it will be dealt with under the Caterham Summer School [Safeguarding Policy](#) and **may be referred immediately** to the Caterham Summer School Designated Safeguarding Lead.

9. Support for Students

Students are reminded that:

- They do not have to raise a complaint alone

- They may be accompanied by a friend, older student, or trusted member of staff
- Boarding staff, matrons, and senior Summer School leaders are always available to help

10. Summary of Escalation

Stage	Responsibility
Stage 1	Summer School and Holiday Programmes Manager
Stage 2	Commercial Manager
Stage 3	Panel chaired by the Chief Operating Officer/Headmaster

11. Policy Review

This policy is reviewed annually and revised after or in response to significant change in legislation, guidance or incident.

This policy reflects statutory guidance and regulatory requirements including [Keeping Children Safe in Education \(KCSIE\) – GOV.UK](#), [Working Together to Safeguard Children – GOV.UK](#), the Education (Independent School Standards) Regulations 2014 – GOV.UK and Caterham School best practice
It is due for review in April 2027