

Parents' Concerns & Complaints Policy

From time to time you may feel that there is a problem or concern at the College and you want to make a complaint about something. If you have any concerns please contact us by phone or email so that we can resolve the situation. Please use the guidelines set out in two stages below.

Stage One

For concerns regarding academic matters, accommodation, unfair disciplinary action, examinations money issues or extra-curricular, sport and social matters, contact the College Secretary in the first instance. Your complaint will be acknowledged immediately and will be forwarded to the appropriate person. You will receive an answer to the complaint in seven working days.

We will endeavour to solve the problem to your satisfaction, but if you feel it necessary to take the matter further please proceed to Stage Two.

College Secretary contact details:

Email: Rachel Tipple on enquiries@catscanterbury.com

Phone: + 44 (0)1227 866540 Fax: + 44 (0)1227 866550

Stage Two

If you are not satisfied with the outcome of your complaint in Stage One and wish to take the matter further, you should contact the Principal. Please be aware of the following points when taking your complaint to the second stage.

- You have every right to ask a friend, relative or agent to help you with the complaint or make it on your behalf.
- You may prefer to put the complaint in writing. Written complaints will receive an initial response within ten working days. Whether in writing or not, a full response to the complainant will be given within 28 days.
- You can be assured that, if you make a complaint, no action will be taken against you because you have made a complaint.
- Where a complaint is found to be justified, remedial action will be taken.
- Where a complaint is found to be unjustified, the Principal will reject the complaint, giving reasons for his decision.

Appeals Procedure

If you are not satisfied with the outcome of your complaint in Stage Two and wish to take the matter further, you are entitled to appeal against the Principal's decision.

- You should lodge your appeal in writing (addressed to the Chief Executive, c/o of the College) within three working days. The Chief Executive acts as a Chair of Governors.
- The written appeal should include the reasons for the parents' disagreement with the decision of the Principal.

- The matter will then be referred to the Appeals Panel for consideration. The Panel will consist of at least three persons not directly involved in the matter detailed in the complaint, one of whom shall be independent of the management and running of the College and one will be the Chair of Governors. The Chair of Governors, on behalf of the Panel, will then acknowledge the complaint and schedule a hearing to take place as soon as practicable and normally within fourteen days.
- If the Panel deems 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.
- The parents may be accompanied to the hearing by one other person. This may be a relative, friend or agent. Legal representation will not normally be appropriate.
- If possible, the Panel will resolve the parents' complaint immediately without the 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 may make recommendations which it shall complete within fourteen 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 Principal and, where relevant, the person complained of.

- Written records will be kept of all complaints and their outcomes, whether they were resolved at the preliminary stage, when a complaint is submitted in writing, on appeal to the Chair of Governors, or whether they proceeded to a panel hearing.

Write to: The Chief Executive, Cambridge Education Group, c/o CATS Cambridge, 13-14 Round Church Street, Cambridge, CB5 8AD.

Alternatively, you can send your appeal request to the College Secretary.

College Secretary contact details:

Email: Rachel Tipple on enquiries@catscanterbury.com

Phone: + 44 (0)1227 866540 Fax: + 44 (0)1227 866550

Please label your communication as Confidential.

Correspondence, statements and records will be kept confidential except in so far as is required of the School by paragraph 6(2)(j) of the Education (Independent Schools Standards) Regulations 2003; where disclosure is required in the course of the School's inspection; or where any other legal obligation prevails