



John Colet School

Complaints & Grievances Policy

Revision Schedule and Stakeholders

Revision Schedule

<i>Date</i>	<i>Version No.</i>	<i>Changes</i>	<i>By:</i>
1/8/00	V1.0	New Document	Headmaster
1/6/05	V1.1	Minor revisions	Headmaster

Stakeholders

Document Owner
Headmaster

Document Reviewers
Board of Governors
Administration Manager

Document Approval			
<i>Name</i>	<i>Version No.</i>	<i>Date</i>	<i>Approved?</i>
Board of Governors	1.0	25/7/05	Yes

Document Distribution
Board of Studies
Employees
Parents

Hearing of Complaints and Grievances

The school will listen to all complaints or grievances and deal with them under the general principles of natural justice as follows:

- Each party to the complaint will be given the opportunity to be heard with appropriate notice and knowledge of the facts and allegations.
- Each party will be treated with due respect whilst going through the steps set out in the complaints and grievances procedure.
- The school and all parties acting for the school will act fairly, in good faith and without bias

Dealing with Complaints and Grievances

The John Colet Complaints and Grievances Procedure will be followed in the case of all complaints and grievances whether from staff, students, parents or other parties.

The school will make any changes highlighted as necessary by a complaint or grievance if these are deemed reasonable and practical and accord with the ethos of the School.

The School reserves the right to decline to make changes requested by a complainant which would disadvantage others, interfere with the delivery of the curriculum to any student, cause hardship to the school or is not accord with the school ethos or values.