



TERMS & CONDITIONS

1. Definitions

(a) In these terms and conditions

"Acceptance Form" means the form provided by the School for parents to complete when accepting a place for their child at the School;

"child" means a child of whatever age admitted by the School to be educated:

"the Disciplinary Procedure" is the School's procedure for the treatment of disciplinary matters and related decisions, as amended from time to time, and this is available on request from the School;

"the Complaints Procedure" (see note 20) is the School's procedure for handling complaints from parents as amended from time to time for legal or other substantive reasons or in order to assist the proper administration of the School. The complaints procedure is published on the School's website;

"deposit" means the sum set out in the Schedule of Fees;

"fees" means the fees set out in the Schedule of Fees as amended from time to time;

"Head" means the person appointed by the Trustees of the School to be responsible for the day-to-day management of the School, including any person to whom he has delegated any part of those duties;

"Schedule of Fees" means the published note of the School's prevailing fees;

"School Rules" means the rules of the School, a copy of the current version of which is available on the School's website. As those rules may be amended from time to time, the website is updated on a termly basis, and it is important to note that the current edition applies;

"term" (see note 4) means a term of the School as notified to parents from time to time;

"a term's notice" (see note 4) means notice given not later than the first day of the term preceding the term to which the notice relates;

"terms and conditions" means these terms and conditions as amended from time to time;

"we" or the **"School"** means the legal entity carrying on as the School as identified in Clause (b) below, or its duly authorised representative, as the context requires; and

"you" or the **"parents"** means each person who has signed the Acceptance Form as parent or guardian of a child or who with the School's written consent has subsequently assumed parental responsibility for such child.

Use of the word **"including"** shall mean (and be construed) such that the examples that are given are not intended to be exclusive or limiting examples of the matter in question.

(b) The Acceptance Form, the Schedule of Fees, the School Rules, the Disciplinary Procedure, the Complaints Procedure and these terms and conditions form the terms of a contract between you and St. Hugh's School (Woodhall Spa) Limited, company registration number 00796794. It is not intended that the terms of the contract shall be enforceable by your child or by any other third party.



2. Acceptance and Deposit

- (a) An offer of a place for your child at the School is accepted by your submitting the duly completed Acceptance Form and paying the deposit.
- (b) The deposit is not refundable if your child does not take up a place at the School (except where the School fills the vacancy created by your child's withdrawal, in which case the School shall refund the deposit to you less its costs in administering your dealings with the School or a reasonable estimate of those costs). The deposit will form part of the general funds of the School until it is credited without interest to the final payment of the fees or other sums due to the School on your child's leaving (including extras incurred in your child's final term at the School). You should be aware that in the event of a late withdrawal it is very unlikely that the School would be able to find a replacement.
- (c) If you wish to withdraw your acceptance of a place after submitting the Acceptance Form and paying the deposit but before your child starts at the School you shall give written notice to that effect prior to the first day of the term immediately preceding the term in which your child was due to start. If such notice is received by the School by that time the deposit will be forfeited in accordance with Clause 2(b) above but no further fees will be payable. Subject to the remainder of this Clause 2(c), if such notice is received on or after that date, a term's fees shall be payable and shall become due and owing to the School as a debt. The term's fees shall be charged at the rate applicable for the term immediately preceding the term when your child was due to start and the School shall credit the deposit (without interest) to such payment of the term's fees (and you hereby acknowledge and agree that the School shall be entitled to retain the deposit on account of payment of the term's fees). Where applicable, such fees shall be reduced to take account of any scholarship or bursary awarded to you.

3. School Fees

- (a) All the costs incurred in the usual course of the education by the School of your child, including the provision of any necessary educational materials, shall be met by the fees unless otherwise notified by the School.
- (b) Any extra-curricular activities such as private music lessons, trips outside term time in which you agree your child may participate shall be deemed to be supplemental to items met by the fees and charged for accordingly. In particular, any additional charges incurred by the School in providing for the special educational needs of your child shall be charged as supplemental to the fees.
- (c) Each person who has signed the Registration and Acceptance Forms is liable for the whole of the fees due and any supplemental charges. The persons who have signed the Registration and Acceptance Forms remain liable to the School for the whole of the fees and supplemental charges due, unless the School has expressly agreed in writing with the persons who have signed the Acceptance Form, to look exclusively to any other person for payment of the fees or any part of them. Where two parents have signed the Registration and Acceptance Forms, one of them may withdraw from the contract with the School by submitting a term's notice provided they have obtained the prior written consent of both the School and the remaining parent.



If your child has been awarded a scholarship and/or bursary, your liability will be for the amount of fees due after taking account of that award. An award may be withdrawn with immediate effect if, in the opinion of the Head, your child's attendance, progress or behaviour no longer merits the continuation of the award but any such withdrawal of an award will not operate so as to increase the fees due in respect of a term which has already commenced. Where it appears likely to the Head that, for academic reasons, an award may be withdrawn from your child, you shall be notified in advance. If, within 14 days following the withdrawal of a scholarship or bursary, a child is withdrawn from the School, no fees in lieu of notice will be payable in respect of that element of the fee.

- (d) Each invoice must be paid either in full before the first day of term or, if fees are paid by direct debit, in monthly instalments (each instalment being due on the first working day of each month) with supplemental charges being collected at the start of each term. Where fees are paid by direct debit, the fees for each term accrue separately.
- (e) We reserve the right to refuse to allow your child to attend the School or to withhold any references while fees or supplemental charges remain unpaid. We may make an interest charge on late payment. The current charge is 2% per calendar month of the opening balance of that month. You consent to our informing any other school or educational establishment to which you propose to send your child of any outstanding fees.
- (f) The fees will be reviewed from time to time and may be increased by such amount as the School considers reasonable. The school fee is an annual composite fee divided for the convenience of parents into three equal termly instalments. Notice of an increase in the fees will be sent to you prior to the end of the term before the increase is to take effect.
- (g) Fees and any prepaid supplemental charges will not normally be reduced as a result of absence due to illness or otherwise.
- (h) Any sums that remain outstanding after payment is due will be subject to recovery action by the School's agents. The parent shall be liable to pay all costs, fees, disbursements and charges including all debt recovery, legal and insolvency fees and costs incurred by the school in the recovery of any unpaid invoice(s).

4. Notice Requirements

- (a) If you wish to withdraw your child from the School (other than at the normal leaving date), you shall either give a term's notice to that effect or shall pay to the School a term's fees in lieu of notice, at such rate as would have been charged for the final term of provision if a term's notice had been given. In cases where notice is not given, the appropriate sum in lieu of notice will become due and owing to the School as a debt on the first day of the term which would have been the final term of provision if a term's notice had been given.
- (b) If you wish to withdraw your child from an activity charged for as supplemental, notice of such change shall comply with the stated conditions relevant to that activity.

5. School Rules

- (a) It is a condition of remaining at the School that your child complies with the School Rules as amended from time to time. In particular you undertake to ensure that your child attends School punctually and that your child conforms to such rules of working practice, appearance, dress and behaviour as shall be issued by the School from time to time.



- (b) The School reserves the right, subject to applicable data protection legislation, to monitor your child's email communication and internet use for the purpose of ensuring compliance with the School Rules and for the protection of the child's well-being or that of other pupils.

6. Disciplinary Procedures

- (a) The Head may at his/her discretion require you to remove or may suspend or expel your child from the School if he/she considers that your child's attendance, progress or behaviour (including behaviour outside the school campus and outside school hours (which includes School holidays)) is unsatisfactory and in the reasonable opinion of the Head the removal is in the School's best interests or those of your child or other children.
- (b) The Head may at his/her discretion require you to remove or may suspend or expel your child if the behaviour of you or either of you is in the opinion of the Head unreasonable and affects or is likely to affect adversely the child's or other children's progress at the School or the well-being of School staff or to bring the School into disrepute.
- (c) Should the Head exercise his/her right under sub-clause 6(a) or 6(b) above you will not be entitled to any refund or remission of fees or supplemental charges paid or due and the deposit will be forfeited. However, in such circumstances fees in lieu of notice will not be payable.
- (d) The School Rules set out examples of offences likely to be punishable by suspension or expulsion. These examples are not exhaustive, and in particular the Head may decide that suspension or expulsion for a lesser offence is justified where there has been previous misbehaviour. All aspects of the pupil's record at the School may be taken into account.
- (e) The School will act in a way which is fair in all the circumstances when taking decisions under this Clause 6. The review of disciplinary matters is governed by the Sanctions Policy and the Complaints Procedures.

7. The School's Obligations

- (a) Subject to these terms and conditions, the School undertakes to accept your child as a pupil of the School from the time of joining the School until the end of his or her schooling at St. Hugh's.
- (b) While your child remains a pupil of the School, we undertake to exercise reasonable skill and care in respect of his or her education and welfare. This obligation will apply during school hours and at other times when your child is expected to be on School premises or is participating in activities organised by the School.
- (c) In order to fulfil our obligations, we need your co-operation including, in particular by: fulfilling your own obligations under these terms and conditions; encouraging your child in his or her studies, and giving appropriate support at home; keeping the School informed of matters which affect your child; maintaining a courteous and constructive relationship with School staff; providing co-operation and assistance to the School to ensure (so far as reasonable and in appropriate and/or necessary circumstances) that your child can participate and benefit from the School's provision of education to your child in accordance with the terms of this agreement, including where the School wishes to provide such education remotely; and attending meetings and otherwise keeping in touch with the School where your child's interests so require.



- (d) In accordance with the law, we will not subject your child to corporal punishment. We will not subject your child to physical contact except where such contact may be deemed appropriate in order to avert an immediate danger of personal injury to, or an immediate danger to the property of, a person (including your child). Unless you notify us to the contrary, in writing, you consent to your child participating, under proper supervision, in contact sports and in other normal sports and activities which may entail some risk of physical injury.
- (e) If your child requires urgent medical attention while under the School's care, we will if practicable attempt to obtain your prior consent. However, should we be unable to contact you we shall be authorised to make the decision on your behalf should consent be required for urgent treatment recommended by a doctor (including anaesthetic or operation) or blood transfusion (unless you have previously notified us you object to blood transfusions).
- (f) Although our prospectus (and similar materials) describes the broad principles on which the School is presently run and is believed to be correct at the time of printing, it does not form part of the contract between you and the School. We reserve the right to make changes to any aspects of the School, including the curriculum or the manner of providing education for your child (including by providing such education remotely whilst your child remains at home, for example, where the School is required to close the School premises) and we reserve the right to do so. We will give parents reasonable notice of significant changes in the curriculum or the School and where practicable will consult with parents on such changes.
- (g) We shall monitor your child's progress at the School and produce regular written reports. We shall advise you if we have any concern about your child's progress but we do not undertake to diagnose dyslexia or other special educational needs. A formal assessment can be arranged either by you or by the School at your expense. You may be asked to withdraw your child without being charged fees in lieu of notice if in the opinion of the Head the School cannot provide adequately for your child's special educational needs.

8. The Parents' Obligations

- (a) It is a condition of your child's joining the School that you complete and submit to the School a medical questionnaire and consent form in respect of your child. You undertake to inform the School of any health or medical condition, disability or allergy that your child has or subsequently develops, whether long-term or short-term, including any infections. If the School so requires due to a health risk either presented by your child to others or presented to your child by others or by reason of a virus, pandemic, epidemic or other health risk, you undertake to keep your child at home and not permit him/her to return to the School until such time as the health risk has been averted. In such circumstances we shall endeavour to continue providing education to your child remotely during such period (including for example, by sending you/your child work assignments electronically or by post).
- (b) You undertake to inform the School of any situations where special arrangements (such as provision for a special educational need) may be needed in relation to your child.
- (c) The School is entitled (unless notified otherwise) to treat any communication from any person who has signed the Acceptance Form as having been given on behalf of each such person. Unless other arrangements are agreed between you and the School we shall be entitled to treat any communication from the School to any such person as having been made to each of them.



- (d) The Head (or their nominee) must be informed in writing of any reason for your child's absence from School. Wherever possible the School's prior consent should be sought for absence from the School.
- (e) We cannot accept any responsibility for the welfare of your child while off the School premises unless he is taking part in a school activity or otherwise under the supervision of a member of the School staff.
- (f) If you have cause for concern as to a matter of safety, care, discipline or progress of your child you must inform the School without delay. Complaints should be made in accordance with the School's Complaints Procedure.

9. Insurance

You must make your own insurance arrangements if you require cover for personal accident insurance. You must make your own insurance arrangements if you require cover for your child's property (including clothing and personal belongings) while at School.

10. Confidentiality and References

- (a) **You consent to our supplying information and a reference in respect of your child to any educational institution which you propose your child may attend. Any reference supplied by us shall be confidential. We will take care to ensure that all information that is supplied relating to your child is accurate, fair and reasonable and any opinion given on his/her ability, aptitude for certain courses and character is fair. However, we cannot be liable for any loss you or your child is alleged to have suffered resulting from opinions reasonably given in or correct statements of fact contained in any reference or report given by us.**
- (b) **You consent to us making use of information relating to your child whilst he or she is at the School (including photographs and video recordings) and after he or she has left for the purposes of promoting the School to prospective pupils through our prospectus and website, managing relationships between the School and current pupils and providing references and communicating with the body of former pupils. The School will process personal data about you and your child in accordance with the Data Protection Act 2018.**
- (c) **PHOTOS OR IMAGES (including sound and video recordings): The School may obtain and use photographs or images (including sound and video recordings) of the Pupil for use in the School's promotional material such as the prospectus, the website or social media; press and media purposes; or educational purposes as part of the curriculum or extra-curricular activities. Please see the pupil privacy notice for more information about how the School uses photographs and videos of pupils. The School may seek specific consent from the Parents before using a photograph or video recording of the Pupil where the School considers that the use is more privacy intrusive. Where the Pupil is of sufficient maturity (usually when aged 12 years or older) we may seek the Pupil's specific prior consent in addition to or instead of the Parents' consent. We would not disclose the home address of the Pupil alongside a photograph or video without the Parents' consent. The School will process personal data about you and your child in accordance with the Data Protection Act 2018.**



- (d) **All Schools have a duty to safeguard and promote the welfare of the children who are their pupils. This responsibility necessitates a child protection policy and procedures. The School may need to share information and work in partnership with other agencies when there are concerns about a child's welfare.**
- (e) **It is hoped that many disciplinary problems will be dealt with on the spot without involvement of the parents. There may be circumstances where the school has information about the pupil, which it does not share with the parents.**

REQUEST FOR CONFIDENTIALITY: Parents may ask us to keep information about the pupil confidential. For example, you may ask us to not use photographs of the Pupil in promotional material or ask us to keep the fact that the Pupil is on the School roll confidential. If the Parents would like information about the Pupil to be kept confidential, they must immediately contact the Head in writing, requesting an acknowledgment of their letter.

10. Intellectual Property Rights

We shall recognise any intellectual property rights vested in your child.

12. Changes in Ownership etc

For the purposes of reconstruction or amalgamation we reserve the right to transfer the undertaking of the School to any other natural or legal person, and to assign the benefit of this contract in connection with any such transfer, and/or to amalgamate the School with any other educational institution. Where appropriate we will inform and consult with all parents in relation to such changes.

13. Cancellation

- (a) The School shall be entitled to cancel this agreement forthwith by notice in writing without prejudice to its other remedies and without any obligation to return any deposit or fees paid to you if you are in material breach of any of your obligations under this or any similar agreement with the School and have not (in the case of a breach which is capable of remedy) remedied the same within 14 days of a notice from the School requiring it to be remedied (including for the avoidance of doubt persistent non-payment or material default under these terms and conditions). For the purposes of illustration only (and without limitation), the following circumstances would typify what the School is likely to regard as a material breach entitling it to terminate this agreement: (i) failure to pay any fees or supplemental charges on time on more than two occasions; (ii) you (as opposed to your child) acting in such a way as to give the Head cause to expel your child under Clause 6(b) of this agreement; (iii) any other circumstance where your child is expelled from the School in accordance with the terms of this agreement (including the School Rules); and (iv) failure or refusal to complete and submit to the School a medical questionnaire in respect of your child.
- (b) Either party may cancel this agreement forthwith by notice in writing without prejudice to its other remedies if the other (in your case) is unable to pay its debts or is declared bankrupt or (in the School's case) becomes insolvent or goes into liquidation or receivership or administrative receivership or is wound-up for any reason.



- (c) For the avoidance of doubt, this agreement shall end at the end of your child's schooling.

14. Force Majeure (i.e., circumstances beyond our control)

- 14.1 In this agreement "force majeure" shall mean any cause beyond a party's control (including for the avoidance of doubt, acts of God, war, riot, civil commotion, compliance with any law or governmental order, rule, regulation or direction (including that of a local authority), accident, fire, flood, storm, pandemic or epidemic of any disease, terrorist attack, chemical or biological contamination).
- 14.2 In the event of a force majeure arising which prevents or delays the School's performance of any of its obligations under this agreement, the School shall forthwith give you notice in writing specifying the nature and extent of the circumstances giving rise to the force majeure. Provided that the School has acted reasonably and prudently to prevent and/or minimise the effect of the **force** majeure, the School will have no liability in respect of the non-performance of such of its obligations as are prevented or delayed during the continuance of the force majeure. The School shall use its best endeavours during the continuance of the force majeure to provide educational services, (including by providing appropriate educational services remotely).
- 14.3 Subject to Clause 14.2, if the School is prevented from performance of all of its obligations as a result of force majeure for a continuous period greater than six months, the School shall notify you of the steps it shall take to ensure performance of the agreement, and you shall then, following receipt of such notice, be entitled to cancel the agreement on written notice and without giving a term's notice or paying fees in lieu.
- 14.4 Subject to Clause 3(g), in the event that your child is unable to attend (or is likely not to be able to attend) the School due to reasons of his or her severe ill-health or physical impairment caused by a force majeure you shall give the School notice in writing of such circumstances and the following provisions shall apply:
- (a) you shall, in consultation and cooperation with the School, use all reasonable endeavours to:
 - (i) mitigate the effect of the force majeure in order to continue to perform the obligations under this agreement in any way that is reasonably practicable in the circumstances (such that your child can still participate and benefit from the provision of education by the School, including for example participating remotely); and
 - (ii) resume the performance of the obligations as soon as reasonably possible;
 - (b) in circumstances where, following the efforts made and steps taken under Clause 14.4(a), your child is not able to participate and benefit from any level of provision of education by the School then you shall not be liable for non-performance of your obligations (including the obligation to pay fees, pro-rated accordingly) during the continuance of the force majeure; and
 - (c) in the event of the force majeure continuing to prevent your child from attending the School or being able to participate and benefit from any level of provision of education by the School for more than six months you shall discuss with the School a solution by which this agreement may be performed and, following such discussions, you shall be entitled to cancel the agreement on written notice and without giving a term's notice or paying a term's fees in lieu.



15. Communications

All notices required to be given under these terms and conditions must be given in writing. You undertake to notify the School of any change of address of any person who has signed the Acceptance Form. Communications (including notices) will be sent by the School to the address shown in its records and unless other arrangements are agreed between us, we shall be entitled to treat any communication from the School to any person who has signed the Acceptance Form as having been made to both or all such persons. Notices that you are required to give under these terms and conditions must be addressed to the Head and sent to the School's address. If sent by first class post, notice shall be deemed to have been given on the second day after posting.

16. Interpretation

Headings in these terms and conditions are for ease of understanding only and do not form part of these terms and conditions.

17. Jurisdiction and Governing Law

The contract between you and the School is governed by English Law. You agree with us to submit to the exclusive jurisdiction of the English courts.

18. Data Protection

The School has a privacy notice and a pupil privacy notice which explain how the School will use the Parent's and the Pupil's personal data. These privacy notices are provided with the letter of offer. The privacy notices are also published on the School's website. The Parents must read these privacy notices in full before signing the acceptance form. If the Pupil is going to enter Year 7 or above the Parents must show the Pupil a copy of the pupil privacy notice and discuss it with him/her before accepting the offer of a place.

19. Variations

We reserve the right to change or add to these terms and conditions from time to time for legal, safety or other substantive reasons or in order to assist the proper delivery of education at the School. The School will send you notice of any such modifications prior to the end of the penultimate term before the modifications are to take effect.



20. School Rules

INTRODUCTION

- Pupils are responsible for knowing and respecting the School Rules and Expectations. The school is responsible for ensuring that new pupils are made aware of them and teaching staff for applying them fairly and proportionately.
- Pupils are subject to School Rules and Expectations at any time when they are at school or engaged in an activity organised by the School. It is important for pupils to appreciate that the School is responsible for their safety and welfare while at school. The Rules and Expectations are therefore framed so that pupils cooperate with the School in carrying out this responsibility.
- School rules cannot cover all contingencies, but the following rules and expectations apply in order to maintain a safe, well ordered and civilised environment.

PUPIL BEHAVIOUR AND APPEARANCE

- Pupils are expected to behave sensibly and responsibly, within both the spirit and the letter of the school rules. In behaviour pupils should be guided by the principle of respect for others, for their own learning and for the purposes and environment of the School.
- When pupils behave in a way which falls short of this expectation it is important that they learn from the experience and do not continue the bad behaviour.
- A School is an institution for learning, so a pupil who has misbehaved must show that he or she has learnt from the experience and so make the necessary improvements. Pupils who continue to fall short of the Rules and Expectations must expect to face higher levels of disciplinary action.
- The full policy (Promoting Positive Behaviour) is available on our website.

COUNTERING BULLYING

We aim:

- To help pupils, staff and parents understand what bullying is.
- To provide pupils with relevant information, skills and attitudes to help them resist bullying. In doing so, it is hoped that the pupils will feel confident that they can confide in staff, parents or prefects on these issues.
- To work with parents to build an understanding of the School's responsibility to ensure the welfare of all pupils.
- To provide guidance for staff in managing bullying cases.



The School takes active measures to prevent bullying:

- Form teachers discuss the policy on a regular basis.
- Issues relating to bullying are discussed in the PSHE programme at all levels. Friendship, peer group influences and self-esteem are discussed as a means of developing the right sort of personal confidence and therefore avoid bullying.
- Guidelines for staff on how to manage bullying are published in the Staff Handbook.
- In their daily school lives pupils are encouraged to treat everyone with respect.
- A bullying questionnaire is conducted termly to assess bullying and pupils' attitudes to it.

The full policy is available on our website.

UNIFORM

The list of school uniform is available from the School Office or from the website.

As a summary:

- Named and clean school uniform, is to be worn when at school.
- All pupils should be careful to be smart when in uniform. In particular, shirts should be tucked in at all times.
- Girls may wear stud or sleeper earrings. Girls may not wear any make-up or hair colouring. Nail varnish must not be worn. Girls' hair should be off the face and tied back if long. Tights and socks should be without holes and of regulation colour
- Boys may not wear jewellery of any kind. Hair must be tidy and clear of the collar; it must not be highlighted or dyed.
- Pupils must wear their tie pulled up to the top button, which should be done up.

PUPILS ON SCHOOL TRANSPORT

When travelling on minibuses or coaches on school related business, pupils must at all times wear a seatbelt, behave correctly and be responsive to the driver of the vehicle.

THEFT

Theft is defined as the taking of any personal property without the owner's permission, regardless of monetary value. Because it damages the assumption of trust within the school community, the School encourages responsible protection of property and takes strong action against thieves.

Pupils are encouraged to:

- Mark possessions to identify by name
- Report instances of theft promptly to the School
- Be self-disciplined in respecting other pupils' property.



Personal property is brought into school entirely at the owner's risk, and should be insured under home contents insurance. The school will not make a claim on its insurance for pupils' personal property.

The school may use detection devices to catch thieves, and may also call in the police to assist with conducting detection. Any pupil caught stealing is likely to be asked to leave the school.

21. Complaints from Parents

The following document forms part of our Information for New Parents booklet and is available on request to parents at any time.

We hope you will be happy with St. Hugh's but we want you to know that if ever you have any concerns to raise you will always be welcome to contact the school.

We believe that through open dialogue many concerns can be addressed but we recognise that on some occasions this may not be sufficient. In the first instance this dialogue will usually be with your child's key person in the EYFS, form teacher or matron but the Head of Early Years or Headmaster will always take your concern seriously if you feel you need to raise it directly with him or her. It is hoped that most complaints and concerns will be resolved quickly and informally.

When a complaint is made the member of staff receiving the complaint will ensure that he / she has a clear understanding of the complaint and will provide a time scale in which the complainant can expect a reply. The member of staff will make a written record of all concerns and complaints and the date on which they were received.

The school will require sufficient time in which to investigate the complaint but will always endeavour to provide an initial response within twenty-four hours. If it is necessary for a meeting involving several parties, arrangements will be made for this to take place within seven school days.

Should you be unhappy with the result of this meeting you should raise your concerns with the Headmaster. In many cases he will have attended the meeting anyway and if you are therefore not happy with his response you should put your complaint in writing to the Chairman of the Governing Body. Should it be necessary, the Chairman will arrange for a panel of three people, one of whom will be independent of the management of the school, to listen to your complaint. You are entitled to be accompanied at this panel meeting. The conclusions of this meeting will be communicated in writing to you. The entire process from the Chairman receiving your complaint to the communication of the outcome will be dealt with within 28 school days. A record of complaints will be kept for at least three years. The 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.



Parents can be assured that all concerns and complaints will be treated seriously and confidentially. Correspondence and records will be kept confidential except in so far as is required in the course of the school's inspection, or where other legal obligation prevails.

If your complaint remains unresolved you may wish to contact Ofsted at Piccadilly Gate , Store Street, Manchester M1 2WD – 0300 123 1231; ISI (Independent Schools Inspectorate) at Ground Floor, CAP House, 9-12 Long Lane, London EC1A 9HA – 02076000100 or the Lincolnshire Area Designated Officer on 01522 554246

Should your complaint relate to bullying then the school has a separate procedure outlined in our response to bullying policy.