

Complaints Policy

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Documentation Distribution

Please delete as applicable

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Governing Body	Y
Parents on request	Y
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BC requirement to be available on request	Y
BC requirement to be on School website	Y
Parent Portal	Y
Staff Hub	N
Staff Induction & Staff Link Portal	N
Limited Internal Use Only (state recipients)	

This policy is considered a 'live' document and will be updated as statutory guidance is released

In policies St Bede's School Trust Sussex may be referred to as Bede's/the School/the Trust.

Bede's is committed to safeguarding and promoting the welfare of children and young people, and expects all staff and volunteers to share this commitment.

Vision, Mission and Values

Our Vision

Where every child finds joy in their pursuit of brilliance

Our Mission

We continue to craft a more joyful education.

- Cultivating a vibrant learning experience, motivating us to pursue our individual best.
- Providing a festival of opportunity, enabling us to discover new passions and develop new talents.
- Building a kind-hearted community, inspiring us to enhance the lives of others.

Our Values

Be Compassionate

Because a caring community fosters belonging.

We expect our community to show kindness to people of all ages, genders and ethnicities, maintaining campuses where every person feels joyful and energised.

Be Courageous

Because fortune favours the brave.

We challenge our community to stand up for what is right, providing them with a safe environment where they can take bold action in pursuit of brilliance.

Be Curious

Because wisdom can be found off the beaten track.

We encourage our community to discover unlikely passions and hidden niches, releasing them into a wealth of opportunities inside and outside the classroom.

Be Conscientious

Because dedication is a spearhead of success.

We ask our community to throw themselves wholeheartedly into every endeavour, taking responsibility for their journey and inspiring others to do the same.

Policy Principles/Aims:

This policy aims to ensure that students, parents and staff of the Trust are able to raise a concern, air a grievance, or make a formal complaint following a process that is fair, transparent, timely and designed to maximise the chance of a positive resolution

Statutory Guidance:

Associated Trust Policies:

1. Bede's Summer School Aims

We endeavour to achieve excellence in everything that we do and to provide students with an outstanding programme that meets or surpasses their expectations, by:

- a) Delivering all courses in accordance with our publicity materials
- a) Employing qualified, competent and responsible staff to deliver outstanding programmes
- b) Providing a first-class welfare and pastoral care service appropriate to students' age, background and circumstances
- c) Ensuring all Accreditation-UK requirements are met or surpassed, as well as meeting all legal, statutory and Health & Safety requirements relating to Bede's Summer School activities
- d) Listening to informal feedback and suggestions given by students, parents, agents, group leaders and staff and by reviewing our courses and operations annually
- e) Carefully monitoring student satisfaction rates during the course, following up and acting upon any negative feedback immediately to improve students' Summer School experience
- f) Publishing student final questionnaire results annually on our website to give parents a full understanding and realistic picture of Bede's achievements.

2. Feedback

Bedes Summer School is committed to good service and students and parents (or their representatives) views are important to us. If you would like to compliment a member of staff, or the work we do, please tell us. If we do not deliver the standard of service you expect, or if we make a mistake, we urge you to contact us and alert us to the fact. We in turn will commit to fully investigating the situation and set about putting things right as quickly as possible. Where appropriate, we will also take corrective action to avoid making similar mistakes in the future. We hope that you will never need to progress beyond the first step, or indeed have cause to raise a complaint with us.

3. Complaints Procedure

If a Parent (or their representative) is unhappy with any aspect of the service provided by Bede's, they must inform the Summer School immediately. The procedure is as follows:

- I. The Parent first contacts the Centre Director by telephone or email to explain the concern and give them an opportunity to resolve it.
- II. Should the concern be unresolved within 3 working days and the Parent wishes to make an official complaint, they should contact the Summer School Director, by telephone on +44 (0)1323 356688 or by email summer.school@bedes.org

- III. The Summer School Director will send the Parent confirmation that the complaint has been received within 48 hours.
- IV. The complaint will be investigated by the Summer School Director who will act as the Investigating Officer and the investigation may involve: clarifying details of the complaint with the parent; speaking to the student concerned; speaking to centre staff; checking factual information/official logs; reviewing student questionnaires.
- V. If the Parent has a complaint against the Centre Director or any Head Office Staff Member, they should contact the Summer School's Head Office and ask for the Director of Summer School.
- VI. Once sufficient information has been collected, the complaint will be considered by the Director and one other member of the Head Office Management Team and the Director will send Bede's official response to the Parent within 14 days.
- VII. If the Parent is unhappy with Bede's official response, they may contact the Chief Operating Officer [Bursar] of Bede's Senior School in writing or by email at summer.school@bedes.org. The Chief Operating Officer [Bursar] shall undertake a final review of the complaint and send his response to the Parent within 28 days of receiving the Parent's letter/email.
- VIII. If the Parent would like to challenge the Summer School Director's response, they have the right to contact English UK for an independent review at English UK by telephone 020 7608 7960 or email info@englishuk.com