

St. Paul's & St Paul's Juniors (formerly Colet Court)

Record of Formal Complaints

At St Paul's we seek to deal with any concerns or complaints expeditiously, informally and at the lowest appropriate level within the school. Informal concerns/complaints are logged, and the more serious or persistent issues raised are enumerated and analysed each term for any trends which need addressing by the school executive and governors. This information is not published to parents.

The Independent Schools' Inspectorate requires the school to publish the number of formal complaints registered under the school's Complaints Procedure in the preceding school year. The number of formal complaints at both schools for the last five academic years is shown in the table below. Complaints enumerated in the table relate to those which have been raised formally with the Head of St Paul's Juniors, or the High Master, at Stage 2 or 3 of the Complaints Procedure. The figure in brackets shows the number of formal complaints upheld that year, across both parts of the school.

| | St Paul's | SPJ/Colet Court |
|---------|-----------|-----------------|
| 2018-19 | 1 | 3 |
| 2017-18 | 1 | 1 |
| 2016-17 | 2 | 1 |
| 2015-16 | 0 | 0 |
| 2014-15 | 1 | 0 |
| 2013-14 | 0 | 0 |