



Kingsley

COMPLAINTS POLICY

This policy covers all age groups within the School, including EYFS

Governors' Committee normally reviewing policy	Governing Body
Date policy formally approved by Governors	June 2019
Period of review	1 year
Review date	June 2020

Person responsible for monitoring implementation and effectiveness of the policy	SMT
Other relevant policies	

Kingsley School Bideford is owned and operated by KSI Schools Group Limited; the Proprietary Body also known as the Governing Body. Any reference to Governors means any Director of KSI Schools Group Limited.

The Governors acknowledge their responsibility to ensure that this policy is effective and follows regulatory requirements. Governors undertake a review to satisfy themselves that the implementation of this policy is effective.

The Governors are supported by a local advisory board known as the Local Governing Body whose members are described as Local Governors.

The policy is supported by the Chair of the Local Governing Body Committee who is responsible for checking the updating of this policy and will present their report to the Local Governors meeting to be submitted reviewed and approved by the Governors.



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POLICY STATEMENT

Kingsley School prides itself on the quality of the teaching and pastoral care provided to its pupils. Nevertheless, complainants may occasionally have concerns they wish to raise and the School will receive these concerns in a positive and constructive manner. The policy is made available to complainants of all current pupils. It is also applicable to past pupils if the complaint was initially raised whilst the pupil was still registered with the school. It does not cover exclusions. It is on the School website and copies are available from the Head's PA on request. Parents are informed on a regular basis via the Head's newsletters. All complaints will be treated seriously and should follow the procedure outlined below.

STAGE 1 – INITIAL ACTIONS

It is hoped that most complaints and concerns will be resolved quickly and informally.

If complainants have a complaint they should normally in the first instance, contact their son/daughter's Tutor/Houseparent. In many cases, this will enable the speedy resolution of the problem to the complainants' satisfaction. If the Tutor/Houseparent cannot resolve the matter alone, it may be necessary for them to consult a member of the Senior Management Team.

Complaints made directly to a Deputy Head or the Head will usually be referred to the relevant Tutor/Houseparent unless the Deputy Head or Head deems it appropriate for them to deal with the matter personally.

The Tutor/Houseparent will keep written records of all meetings, interviews, emails and telephone conversations held in relation to the complaint and the action(s) taken to resolve it. The school aims to resolve the matter within 5 working days during term time. During the school holidays the school will still endeavour to fulfil this commitment but may not always be able to do so. Normal timescales will be implemented as soon as term recommences if the complaint has not been resolved earlier.

Where the Tutor/Houseparent and the complainant fail to reach a satisfactory resolution then the formal part of the process may begin.

STAGE 2 – FORMAL COMPLAINTS

If the complaint cannot be resolved informally then the complainant should put the complaint in writing to the Head.

The Head will meet/speak to the complainants concerned, as soon as possible after receiving the complaint, to discuss the matter. If possible, a resolution will be reached at this stage.

It may be necessary for the Head to carry out further investigations.

The Head will keep written records of all meetings, interviews, e-mails and telephone conversations held in relation to the complaint in the Complaint's Record.



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Within 5 working days in term time (see above regarding holidays), when the Head is satisfied that, so far as is practicable, all of the relevant facts have been established, a decision will be made and complainants will be informed of this decision (in writing). The Head will also give reasons for their decision.

If complainants are still not satisfied with the decision, they may proceed to stage 3 of the process.

STAGE 3 – PANEL HEARING

To request a panel hearing complainants should write to the Head's PA, who is clerk to the Governors. The Governors have appointed the clerk to call hearings of the Complaints Panel.

The Panel will consist of at least three persons not directly involved in the matters detailed in the complaint, one of whom shall be independent of the management and running of the School. Each of the panel members shall be appointed by the Board 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 10 working 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 not later than 2 days prior to the hearing.

The complainants will be invited to attend the Panel hearing and they may be accompanied to the hearing by one other person. Legal representation is not appropriate or necessary at this stage.

If possible, the Panel will resolve the complainants' complaint immediately without the need for further investigation.

The panel hearing will proceed even if a parent subsequently changes their mind about their complaint.

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 2 days of the Hearing. The Panel's finding(s) and recommendations (if any are made), together with the reasons for them, will be sent in writing to the complainant, the Head, the Governors and, where relevant, the person to whom the complaint relates. The decision of the Panel will be final.

Wherever possible the recommendations of the Panel will be adopted by the School without delay, however there may be circumstances where the Board of Governors is not able to carry out these recommendations due to legal constraints or where to do so would, in their view, be of significant detriment to the School. In the event of the Governors deciding not to carry out all or part of a recommendation of the panel, the



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clerk to the Governors will inform the complainants in writing with the reasons for the non-adoption of the recommendation.

On conclusion of the final stage of the School's complaints procedure, the Alternative Dispute Resolution for Consumer Disputes (Competent Authorities and Information) Regulations 2015 require the school to provide the complainant with the name and address of an alternative dispute resolution provider who has been certified by the Chartered Trading Standards Institute as competent to resolve consumer disputes. However, the School is not obliged or prepared to enter into alternative dispute resolution.

CONFIDENTIALITY

Complainants can be assured that all concerns and complaints will be treated seriously, respectfully and confidentially. Correspondence, statements and records relating to formal complaints and actions taken by the School, regardless of whether or not the complaint is upheld, will be kept confidential except in so far as is required of the School by section 108 & 109 of the 2008 Act; where disclosure is required by request of the Secretary of State or in the course of the School's inspection. No complaint made by complainants in good faith will influence a pupil's school life.

COMPLAINT RECORD

A written record will be kept of all complaints whether they are resolved following a formal procedure, or proceed to a panel hearing; any action taken by the school will be recorded. This will be kept secure and completed by the Head. All formal complaints (stage 2 & 3) will be recorded. Informal complaints will also be identified and noted as this will enable management to identify any patterns of concern. Complaints relating to Boarding and EYFS will be identified separately in the Record. Details of timings will be recorded. The number of complaints received in the previous academic year is available on request to the Head's PA.

EYFS

Any complaints relating to the EYFS provision will be resolved and the complainant notified of the outcome within 28 days. The Record must also be made available to Ofsted and ISI on request. Complainants will also be provided with the contact details for Ofsted and/or ISI if they believe that the EYFS requirements are not being met.

INSPECTION

The school will notify parents about an inspection as soon as they are notified. The inspection report will be provided to all parents of children who attend the setting.



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Reviewed by:

Governors

April 2016

SMT

April 2017

Governors

July 2018

Governors

June 2019