



## COMPLAINTS POLICY

The Kimichi School regards relationships with parents as very important and aims for open and easy communication between home and school. It also aims to provide teaching and pastoral care of the highest order. If, however, parents do have a complaint, they can expect it to be treated by the school in accordance with this procedure.

If parents have a complaint they should normally contact the appropriate member of staff directly – subject / class teacher. The Headteacher should be made verbally aware of any complaint as soon as it is received. In many cases, the matter will be resolved straightaway by this means to the parents' satisfaction. If the class teacher, subject teacher or School Office Manager cannot resolve the matter alone, it may be necessary for him/her to consult or actively involve the Headteacher.

Complaints made directly to the Headteacher will usually be referred to the relevant subject / class teacher or School Office Manager, in the first instance, unless the Headteacher deem it appropriate for him/her to deal with the matter personally. The subject / class teacher or school office manager will make a written record of all concerns and complaints and the date on which they were received and ensure that these records are passed on to the Headteacher, who should be kept informed of all developments. Should the matter not be resolved within one month or in the event

that the class teacher, subject teacher or School Office Manager and the parent fail to reach a satisfactory resolution, then parents may wish to proceed with their complaint formally.

If the complaint cannot be resolved on an informal basis, then the parents should make a formal complaint to the Headteacher in writing making it clear that they are registering a formal complaint. The Headteacher will decide, after considering the complaint, the appropriate course of action to take.

In most cases, the Headteacher will meet or speak to the parents concerned, normally within two days of receiving the complaint [during term time], to discuss the matter. If possible, a resolution will be reached at this stage. It may be necessary for the Headteacher to carry out further investigations.

The Headteacher will keep written records of all meetings and interviews held in relation to the complaint. Once the Headteacher is satisfied that, so far as is practicable, all of the relevant facts have been established, a decision will be made and parents will be informed of this decision in writing. The Headteacher will also give reasons for the decision.

If parents are still not satisfied with the decision, they may follow it up with a complaint to the Chair of Governors following the same procedure as with the Headteacher.

If parents are still not satisfied with the decision, they may follow it up with a complaint to the Complaints Panel by first alerting the Headteacher. The Panel will consist of three persons, who are not directly involved in the matters detailed in the complaint. One person shall be independent of the management and running of the school. Each of the Panel members shall be appointed by the Chair of Governors, as being people of sound judgment and good standing. The Headteacher, on behalf of the Panel will then

acknowledge the complaint and schedule a hearing to take place as soon as practicable, and normally within ten 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 two days prior to the hearing. The parents may be accompanied to the hearing by one other person. This may be a relative, teacher or friend. Legal representation will not normally be appropriate.

If possible, the Panel will resolve the parents' complaint immediately without the need for further investigation. Where further investigation is required, the Panel will decide how it would 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 seven days of the Hearing. The Panel will write to the parents, informing them of its decision and the reasons for it. The decision of the Panel will be final. The Panel's findings and, if any, recommendations will be sent in writing to the parents, the Headteacher, the Chair of Governors and, where relevant, the person complained of; through the Clerk to the Governors.

Parents can be assured that all concerns and complaints will be treated seriously and confidentially. Correspondence, statements and records will be kept confidential except in so far as is required of the School by paragraph 6(2)(j) of the Education (Independent Schools Standards) Regulations 2003; where disclosure is required in the course of the School's Inspection; or where any other legal obligation prevails.

This policy agreed on (date) 31<sup>st</sup> August 2018 By

(name) Kirstie Berry

(position) Chair of Governors

Review date 1<sup>st</sup> September 2019