



## Complaints Policy

### The aim

We aim to make The King's House School, Windsor a supportive, safe and caring environment so that pupils can benefit from the best possible education. However, if parents or carers do have a concern\* or complaint, we would like to know about it so that we have the opportunity to resolve the issues which have arisen and learn from them where appropriate. This procedure will let you know who to speak, or write to, and the procedure by which your complaint will be handled. The School has a legal obligation to ensure that this procedure is available in written form to parents of pupils and is used in accordance with the law. We will make it available in our prospectus and on our website. We can provide this policy in another format should you have any special needs.

This policy covers parental complaints of current pupils and complaints related to past pupils if the complaint is raised whilst their child was still a registered pupil. It does not cover parents of prospective pupils.

By "parent" we mean parents / carers / legal guardians as provided on the school enrolment form.

### Early Years Foundation Stage (EYFS)

If a complaint relates to a written complaint regarding the fulfilment of the EYFS requirements the complaint will be investigated and the complainant notified of the outcome of the investigation within 28 days. Records of these complaints will be made available to OFSTED and ISI on request.

If you believe we are not meeting the EYFS requirements parents can contact OFSTED and ISI.

Contact details are:

OFSTED

Piccadilly Gate Store Street,

Manchester

M1 2WD

General Helpline 0300 123 1231

Text/phone 0161 618 8524

### Independent Schools Inspectorate

Ground Floor,

CAP House

9-12 Long Lane

London,



EC1 9HA

Phone 020 7600 0100

We will notify parents about an inspection once we have been notified this will be happening and supply parents of children regularly attending our EYFS with a copy of the final inspection report when the school receives it.

### **Stage 1: Making an Informal Complaint**

If you have a complaint, speak first to your child's teacher and write a note in your child's Home Communication Book. If you feel it appropriate, you may bypass the teacher and contact the Head Teacher directly. They will respond directly back to you and will keep a record of your concerns on file to ensure appropriate action is taken. If your complaint is about the Head Teacher, you should still go directly to speak to the Head Teacher. Our hope is that most complaints and concerns will be resolved quickly and informally.

### **The Response**

The member of staff who receives the complaint will either:

- Discuss the complaint with you within 3 working days
- Refer the complaint to a member of teaching staff who is able to deal with it and follow up to ensure that the referral is successful. This element of the response should be completed within 10 working days.

The above timescales apply to term time only. Complaints received outside this period will be 6 and 20 working days.

Complaints will normally be resolved at this stage.

Complainants should note that even though the complaint is submitted in writing, it will still be dealt with in accordance with the procedures in this policy, i.e. through stage 1, before any consideration to move to stages 2 and 3.

### **Stage 2: Making a Formal Complaint**

If the complaint cannot be resolved on an informal basis, you should put your complaint in writing to the Head Teacher, using the Complaint Form (Appendix 1). If your complaint is about the Head Teacher you should send the form to the School Management Board's representative, Melody Erasmus email [merasmus@kcionline.org](mailto:merasmus@kcionline.org). Your written complaint will be acknowledged by letter



within 5 working days (Monday to Friday during term time). Complaints during school holidays are likely to take longer due to the unavailability of staff. (As a guide the acknowledgement will be 6 working days during half term and 20 working days during the summer holidays).

Parents will be notified of the likely timescale and the reasons for the delay. This acknowledgement will include a target date for providing a response to the complaint. This should normally be no later than 15 working days after acknowledgement of the complaint. If the target date is likely to be more than 15 working days after acknowledgement of the complaint, the letter will explain the reason for the delay. Your complaint will then be formally investigated. You may be called upon to provide more details of the circumstances of the complaint if this is necessary. Once all of the relevant facts have been established, a decision will be made and you will be informed of this decision in writing. If the complaint is about the head Teacher it will be investigated by the School Management Board's representative, Melody Erasmus and you will be notified by her.

The written response you receive should include a full explanation of the decision and the reasons for it. Where appropriate, this should include any action the School will take to resolve the complaint. It should also indicate the escalation procedure outlined in Stage 3 of the procedure, should you wish to take the complaint further.

For complaints regarding the fulfilment of the EYFS requirements the complaint will be investigated and the complainant notified of the outcome of the investigation within 28 days.

### **Stage 3: The Panel Hearing**

If no satisfactory solution has been found, or you feel that your complaint has not been resolved, you may apply in writing to the Chairman of the KCI Trustee Board.

Please use the Complaint Form (Appendix 1) to outline why your complaint has not been resolved so far and your desired outcome. You should receive a written acknowledgement of your appeal within five working days and a panel hearing should be scheduled to take place as soon as practicable, (normally 15 working days). If the submission of your complaint form coincides with half term or during the summer break, the acknowledgement will extend to 6 and 20 days respectively. Also the panel hearing timescale will extend to 25 days).

An appeal panel of two or three School Board members and a person independent of the management and running of the School and Kings Church International will be assembled to hear



your complaint. The independent panel member will be someone who has held a position of responsibility and familiar with scrutinising evidence and putting forward reasoned arguments.

You may be accompanied by one other person if you wish. Panel members should have had no involvement with the complaint up to this stage. The aim of the appeal panel will be to achieve reconciliation between you and the School. The panel will review the complaint, if necessary, interview those involved, and endeavour to find a solution. If possible, the panel will resolve your complaint immediately without the need for further investigation. Legal representation is not normally appropriate.

Complainants should note that if they decide not to attend a panel hearing, the panel hearing will still take place.

### **The Records**

The School will keep records of all informal and formal complaints that have been made in a log. See Appendix 2 for the formal complaints log. This will include any meetings, letters and telephone conversations, together with resolutions, action plans and review dates as appropriate and should indicate whether complaints were resolved at the preliminary stage, or were proceeded to a panel hearing.

All records relating to individual complaints will be kept confidential, except where the Secretary of State for Education or a body conducting a Government approved school inspection may request access to them, in accordance with Section 108 or 109 of the 2008 Education and Skills Act.

Both logs of complaints will be reviewed termly by the Senior Leadership Team to identify any patterns emerging.

**Review Leader:** Head Teacher

**Policy Last Updated:** Dec 2023

**Next Review Date:** Dec 2024

**No. of formal complaints registered during the academic year 22/23** 0 and 0 have progressed to a panel hearing

**\*For the purpose of this document, references to complaints also include concerns.**



## Appendix 1 - PARENTS/GUARDIANS COMPLAINT FORM

To: \_\_\_\_\_ (Head Teacher/School Management Board's Representative/Chairman of the Board of Trustees, who will acknowledge receipt and explain what action will be taken).

Your name: \_\_\_\_\_

Pupil's name: \_\_\_\_\_

Relationship to the Pupil: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Postcode: \_\_\_\_\_

Day time telephone number: \_\_\_\_\_

Evening telephone number: \_\_\_\_\_

Please give details of your complaint and desired outcome:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

What action, if any, have you already taken to try and resolve your complaint?

(who you spoke/wrote to and what response you received):

\_\_\_\_\_  
\_\_\_\_\_

