



Kensington Park
S C H O O L

Part of the



COMPLAINTS PROCEDURE

INTRODUCTION

Kensington Park School has always been proud of the quality of its teaching and the pastoral care provided to its pupils. Should parents have cause for complaint, they can expect it to be treated by the School in accordance with this procedure.

The School is a busy place and during the academic year a tremendous number of both educational and extra-curricular activities take place and many pupils are involved. A great deal is achieved with cheerful cooperation from all sides but we do recognise that conflicts of interest, misunderstandings and disagreements will occasionally occur between pupils, parents and teachers – although such occasions are rare. Under these circumstances, we undertake to deal with issues promptly and fairly. They can generally be resolved informally in the first instance, however if parents do have a complaint, they can expect it to be treated sensitively and with no adverse effect on their child.

Separate procedures apply in the event that a Child Protection issue arises (see Child Protection & Safeguarding Policy). Any concern about the safety of a child should be notified immediately to the person believed to be best placed to take urgent action and should be confirmed in writing to the Headmaster.

All complaints, whether stage one or above are logged by the recipient member of staff or monitored by the Headmaster and Clerk to Astrum Advisory Board.

FOR PUPILS

Pupils should speak to their tutor should they have a complaint or arrange to speak to the Headmaster or a member of Senior Leadership Team if they feel that the matter has not been resolved by their tutor.

If the matter concerns boarding, then pupils should speak to the Head of Boarding or the independent listener, whose details can be found in the Boarding House or, if the matter remains unresolved, to the Headmaster at KPS.

If the concern is not resolved, then a pupil should ask his or her parents to follow the procedure below.

STAGE 1 – INFORMAL RESOLUTION

- 1.1 It is hoped that most complaints and concerns will be resolved quickly and informally. These may not be the subject of ‘complaint’ in any meaningful sense but are part of the everyday dialogue of school life.
- 1.2 If parents have a complaint they should normally contact their child’s personal tutor. In many cases, the matter will be resolved straightaway by this means to the parents’ satisfaction. If the tutor cannot resolve the matter alone, it may be necessary for parents to consult the respective member of Senior Leadership Team (Head of Lower School / Head of Sixth Form / Director of Studies) and then the Headmaster. Again, the aim will be to resolve the issue amicably and informally.
- 1.3 Complaints made directly to the Headmaster will usually be referred to the relevant personal tutor or the member of Senior Leadership Team (Head of Lower School / Head of Sixth Form / Director of Studies) as appropriate unless the Headmaster deems it appropriate for him to deal with the matter personally.

- 1.4 The tutor will make a written record of all concerns and complaints and the date on which they were received. These will be kept by the respective tutor. Should the matter not be resolved within 14 working days (this may have to be extended depending on the circumstance of the complaint and/or holiday periods) or in the event that the tutor and the parent fail to reach a satisfactory resolution, then parents will be advised that they may proceed with their complaint in accordance with Stage 2 of this Procedure.

STAGE 2 – FORMAL RESOLUTION

- 2.1 If the complaint cannot be resolved on an informal basis with the relevant member of staff, then the parents should put their complaint in writing to the Headmaster. The Headmaster will decide, after considering the complaint, the appropriate course of action to take.
- 2.2 The Headmaster will endeavour to acknowledge the complaint promptly, usually within 48 hours of receiving it this may, however, have to be extended depending on the circumstance of the complaint and/or holiday periods.
- 2.3 In most cases the Headmaster, or a member Senior Leadership Team designated by the Headmaster to investigate the complaint, will meet or speak to the parents concerned, within 7 working days of receiving the complaint, to discuss the matter. If possible, a resolution will be reached at this stage.
- 2.4 It may be necessary for the Headmaster to carry out further investigations.
- 2.5 The Headmaster and/or Clerk to Astrum Advisory Board will keep written records of all meetings and interviews held in relation to the complaint.
- 2.6 Once the Headmaster 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 Headmaster will also give reasons for the decision within seven working days (this may have to be extended depending on the circumstance of the complaint and/or holiday periods).
- 2.7 If parents are still not satisfied with the decision, they may wish to proceed to Stage 3 of this Procedure.

STAGE 3 – PANEL HEARING

- 3.1 If parents seek to invoke Stage 3 (following a failure to reach an earlier resolution), they will be referred to the Chair of Astrum Advisory Board (or in Chair's absence, a member of Astrum Advisory Board acting as its nominated representative), who will convene a Complaints Panel within 7 working days (this may have to be extended depending on the circumstance of the complaint and/or holiday periods).
- 3.2 The Chair of Astrum Advisory Board can be contacted via Clerk. The Clerk will endeavour to acknowledge the complaint promptly, usually within 48 hours of receiving it this may, however, have to be extended depending on the circumstance of the complaint and/or holiday periods.
- 3.3 The matter will be referred to the Complaints Panel for consideration. The Panel will consist of 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; he or she will also not be an employee of the school. Each of the Panel

members shall be appointed by the Astrum Advisory Board.

- 3.4 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.
- 3.5 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.
- 3.6 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 should be carried out.
- 3.7 After due consideration of all facts they consider relevant, the Panel will reach a decision and may make recommendations, which it shall complete within 7 days of the Hearing (this may have to be extended depending on the circumstance of the complaint and/or holiday periods).
- 3.8 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 Headmaster, the Astrum Advisory Board and, where relevant, the person complained about. A copy of the Panel's findings will be held at the School and made available for inspection by the Astrum Advisory Board, Headmaster and inspection bodies.
- 3.9 For compliance purposes the Stage 3 Panel Hearing should go ahead unless the parent indicates, in writing, he or she is now satisfied and does not wish to proceed further. A Panel Hearing should, therefore, proceed notwithstanding that a parent may subsequently decide not to attend. If necessary, the panel should consider the parent's complaint in absentia and issue findings on the substance of the complaint, thereby bringing the matter to a conclusion.

GENERAL

A written record of all complaints, whether stage one or above are recorded, whether they have been resolved following an informal resolution, formal resolution or Panel Hearing. This will record the action taken by the School as a result of the complaints (regardless of whether they are upheld).

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 Part 7 paragraph 25(k) of the Education (Independent Schools Standards) Regulations 2010; where disclosure is required in the course of the School's inspection, under section 109 of the 2008 Education & Skills Act or where any other legal obligation prevails.

There have been two stage 2 and one stage 3 formal complaints in the past 12 months.

Approved by Headmaster

 07 June 2021

Complaints Procedure v.AZ/06/21

Approved on behalf of
Astrum Adivosry Board

 07 June 2021