

Kingswood School Complaints Policy

Kingswood School is committed to addressing parental concerns or complaints in an appropriate and professional manner. It is acknowledged that it is in the best interests of all concerned to have a clear procedure for dealing with concerns or complaints.

Suggestions and comments from parents are welcomed. Our aim is to deal properly with any concerns parents may raise within a reasonable time and in a courteous and efficient way.

Where possible complaints or concerns should be raised initially on an informal basis. Ideally, the matter should be raised with the member of staff concerned. If this is not appropriate, or the matter is not resolved satisfactorily, the concern should be referred to the appropriate Senior Housemaster or Housemistress. Contact details for all Senior Housestaff are contained in the Pupil and Parent Handbook. Contact details of other staff who may also be able to help are also contained in the Pupil and Parent Handbook.

If, following the raising of the concern on an informal basis, the matter is not resolved satisfactorily, contact should be made with either the Deputy Head, Mr Gordon Opie, or the Headmaster, Mr Simon Morris. Contact details are contained in the Pupil and Parent Handbook.

If the matter is raised face-to-face or by telephone it may be possible to resolve the matter immediately. However, if parents wish to follow a more formal route, then the complaint should be raised in writing with the Headmaster. Where complaints are raised in this manner, our aim is to contact you within five working days, to respond to the issues which you have raised and explain who we propose to proceed.

Where appropriate a meeting will be arranged with the Headmaster to discuss the complaint. A date by which time you will receive a response to your complaint will be given. Where mutually agreed, a verbal response will be given. However, if a detailed exploration of the issues is needed, a written report will be sent as quickly as possible. This will seek to respond to your complaint, explaining the School's response and the reasons for it. It will also outline any action taken or proposed.

If, following this stage of the procedure, parents are still not satisfied with the outcome, the Headmaster will offer to refer the matter to the Chairman of Governors. Alternatively, parents may wish to write a formal letter of complaint to the Chairman. Contact details for the Chairman of Governors are available in the Pupil and Parent Handbook.

The Chairman will call for a full report from the Headmaster and will examine matters thoroughly before either responding in writing or inviting parents to a meeting to discuss the complaint.

If the meeting does not bring about a satisfactory resolution, parents may be offered the opportunity to have the issue referred to the School's Conciliation Committee. This is a panel of at least three people appointed by the Chairman of Governors. No member of the panel will have previously had any direct involvement in the matters detailed in the complaint. One of the members of the panel will be independent of the management of the running of the School. It is their task to look at the issues in an impartial and confidential manner. The Committee Convenor will invite parents to a meeting. Parents will be asked if there are any papers they

would like to have circulated beforehand, and may choose to be accompanied by an appropriate supporting person.

The Conciliation Committee is tasked with making findings and recommendations. A copy of these findings and recommendations will be sent by electronic mail or otherwise to the complainant and, where relevant, the person complained about. A copy of this will also be made available for inspection on the School premises by the Chairman of Governors and the Headmaster.

If parents of boarders wish to lodge a specific complaint about the care of their son or daughter, this can be made directly to OFSTED, who have responsibility for inspecting boarding provision (telephone 08456404040).

In all the above procedures the School recognises and acknowledges the entitlement of any parent to have their concerns considered fully because it hopes to work with all its parents in the best interests of children and young people in its care.

A written record is kept of all complaints and whether they are resolved at the preliminary stage or proceeded to a panel hearing.

Correspondence, statements and records relating to individual complaints are kept confidential except where the Secretary of State or a body conducting an inspection of the School under section 162A of the 2002 Act, as amended, requests to access them.