



Edith Kay  
Independent School

# Complaints Policy

This policy is reviewed every 3 years to ensure compliance with current regulations.

|                                 |                   |
|---------------------------------|-------------------|
| <b>Approved / reviewed by:</b>  |                   |
| Governors Panel                 |                   |
| <b>Date Reviewed:</b>           | September<br>2022 |
| <b>Date of next<br/>review:</b> | September<br>2025 |

## **The aim:**

We aim to make EK a supportive, safe and caring environment so that students can benefit from the best possible education. We are registered with the DfE and abide by their rules and principles. We can make use of a range of impartial organisations to support parents/carers/staff. However, if parents/carers do have a 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 students and is used in accordance with the law. We will make it available in our prospectus and a copy is made available from the office.

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

If you have a complaint, speak first to your child's teacher. If you feel it appropriate, you may bypass the teacher and contact the Headteacher directly. If your complaint is about the Proprietor, you should contact the Headteacher. Our hope is that most complaints and concerns will be resolved quickly and informally.

## **Our Response:**

The member of staff who receives the complaint will either:

- discuss the complaint with you immediately
- make a firm arrangement to discuss the complaint with you at a later date
- refer the complaint to a member of staff who is able to deal with it and follow up to ensure that the referral has been successful.

Complaints will normally be resolved at this stage.

If appropriate, a plan to resolve the problem will be initiated, along with an agreed review date. This is up to **five working days**. At this time you should check that your complaint has been fully addressed. You should also be informed about how to escalate your complaint if you find it necessary. If you are not satisfied with the decision, you should proceed to Stage 2 of this procedure.

## **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 below. Your written complaint should be acknowledged by letter **within 5 working days**. 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.

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 EK 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.

### **Stage 3: The Escalation Procedure:**

If no satisfactory solution has been found, or you feel that your complaint has not been resolved, you should write to the **Proprietor, Dayo Adeagbo**, at the school's address.

When writing to the Proprietor, please use the Complaint Form below to set out why, in your view, the complaint has not yet been resolved and also your desired outcome. You should receive a written acknowledgement of your complaint from the Proprietor within **5 working days** and receive a response **within 15 working days** of receipt of your letter.

### **The Appeal:**

If a complainant is not satisfied with the Proprietor's, substantive response, the complaint will be referred to a panel of 3 people not directly involved in the complaint. One of whom will be totally independent of the management of EK. They will review the handling of the complaint to ensure that the procedures have been fully and fairly applied and that all the main points raised by the complainant have been adequately investigated and addressed.

Parents/carers/staff may attend the panel hearing and, if they wish, be accompanied. 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 7 days of the hearing. The panel will write to you, informing you of its decision and the reasons for the decision. The decision of the panel will be final. The panel will respond directly to the complainant and copy the findings and recommendations to all interested parties (including, where relevant, the person complained about) within 14 days.

### **The Records:**

The school will keep records of all written complaints that have been made. This will include 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.

**Review Date: September 2024**

## **PARENTS/GUARDIANS COMPLAINT FORM**

**To:**

(Schools Representative 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):