



## **Complaints Policy**

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## Introduction

The King's School, Worcester Foundation (Foundation) has long prided itself on the quality of the teaching and pastoral care provided to its pupils. However, if parents/guardians do have a complaint, they can expect it to be treated by the School with care and in accordance with this procedure. The Foundation makes its complaints procedure available to all parents of pupils and of prospective pupils on the Foundation's website and in School offices during the School day, and the Foundation will ensure that parents/guardians of pupils and of prospective pupils who request it are made aware that this document is published or available and of the form in which it is published or available such as on Firefly.

In accordance with paragraph 32(1) of Schedule 1 to the Education (Independent School Standards) Regulation 2014, the Foundation will also make available, on request, to Ofsted, the Department for Education (DfE) or the Independent Schools Inspectorate (ISI), details of this Complaints Procedure and the number of complaints registered under the formal procedure during the preceding school year.

Complaints by parents of former pupils will be dealt with under this Complaints Procedure only if the complaint was initially raised when the pupil to which the complaint relates was still registered as a pupil at the Foundation.

## What Constitutes a Complaint?

A complaint is an expression of dissatisfaction with a real or perceived problem. It may be made about the school as a whole, about a specific department or about an individual member of staff, and any matter about which a parent is unhappy and seeks action by the school is within the scope of this procedure. A complaint is likely to arise if a parent/guardian believes that the school has done something wrong, failed to do something that it should have done or has acted unfairly.

Parents/guardians can be assured that all concerns and complaints will be treated seriously and confidentially. The School is here for your child and you can be assured that your child will not be penalised for a complaint that you or your child raises in good faith.

## The three-stage Complaints Procedure

### Stage 1 - Informal Resolution

- It is hoped that most complaints and concerns will be resolved quickly and informally.
- If parents have a complaint they should normally contact their son/daughter's class/form teacher or year group tutor. In many cases, the matter will be resolved straightaway by this means to the parents' satisfaction. If the class/form teacher or year group tutor cannot resolve the matter alone it may be necessary for him/her to consult a head of department/the Deputy Head/the Head.
- Complaints made directly to a head of department/the Deputy Head/the Head will usually be referred to the relevant class/form teacher or year group tutor unless the head of department/the Deputy Head/the Head deems it appropriate for him/her to deal with the matter personally.
- Should the matter not be resolved within 5 working days or in the event that the class/form teacher or year group tutor and the parent fail to reach a satisfactory resolution then parents will be advised to proceed with their complaint in accordance with stage 2 of this procedure.

- If, however, the complaint is against the Head of King's Hawford or King's St Albans, parents should make their complaint directly to the Headmaster of King's School, Worcester. If the complaint is against the Headmaster of King's School, Worcester, parents should make their complaint directly to the Chairman of Governors via the Director of Operations.

### **Stage 2 - Formal Resolution**

- If the complaint cannot be resolved on an informal basis then the parents should put their complaint in writing to the Head of the relevant school within the Foundation. The Head will decide, after considering the complaint, the appropriate course of action to take.
- In most cases, the Head will meet/speak to the parents concerned, normally within 5 working days *in term time* of receiving the complaint, to discuss the matter. If possible, a resolution will be reached at this stage.
- It may be necessary for the Head to carry out further investigations.
- The Head will keep written records of all meetings and interviews held in relation to the complaint.
- Once the Head 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 Head will make their decision and provide the parents with reasons within 15 working days *in term time* of the complaint being put in writing.
- If the complaint is against the Head of King's Hawford or King's St Albans, the Headmaster of King's School, Worcester will call for a full report from the Head and for all the relevant documents. The Headmaster may also call for a briefing from members of staff, and will in most cases, speak to or meet with the parents to discuss the matter further. Once the Headmaster is satisfied that, so far as is practicable, all of the relevant facts have been established, the parents will be informed of the decision in writing, normally within 15 working days of receiving the complaint *in term time*. The Headmaster will give reasons for his decision.
- If the complaint is against the Head of King's School, Worcester the Chairman of Governors will call for a full report from the Head and for all the relevant documents. The Chairman may also call for a briefing from members of staff, and will in most cases, speak to or meet with the parents to discuss the matter further. Once the Chairman is satisfied that, so far as is practicable, all of the relevant facts have been established, the parents will be informed of the decision in writing. The Chairman will give reasons for his decision.
- If parents are still not satisfied with the decision, they should proceed to Stage 3 of this procedure.

### **Stage 3 - Panel Hearing**

- If parents seek to invoke Stage 3 (following a failure to reach an earlier resolution) they will be referred to the Clerk to the Governors who has been appointed by the Governors to call hearings of the Complaints Panel. This should be done in writing within 10 calendar days of receipt of the decision at Stage 2 setting out their grounds of appeal. Any supporting evidence which the parents wish to rely on should also be provided with their grounds of appeal.
- The Clerk to the Governors, on behalf of the Panel, will then acknowledge the complaint within 5 working days *in term time* and schedule a hearing to take place normally within 20 working days of receiving the complaint *in term time*.
- The matter will then 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 and one of whom shall be independent of the management and running of the school.
- 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 5 working days prior to the hearing *in term time*.
- The parents may attend the hearing and be accompanied to the hearing by one other person if they wish. This may be a relative, teacher or friend. Legal representation will not be appropriate. The Panel will decide whether it would be helpful for witnesses to attend.

- The manner in which the hearing is conducted shall be at the discretion of the Panel.
- If possible, the Panel will resolve the parents' complaint without the need for further investigation. 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 make findings as to whether or not the Stage 2 decision was a reasonable one and accordingly decide whether to:
  - Dismiss the complaint(s) in whole or in part
  - Uphold the complaint(s) in whole or in part, and
  - may make recommendations
- The Panel will write to the parents informing them of its decision and the reasons for it, within 7 working days of the hearing *in term time* (although additional time may be required if it is necessary to carry out further investigations following the hearing). The decision of the Panel will be final. A copy of the Panel's findings and recommendations (if any) will be sent by electronic mail or otherwise given to the parents, and, where relevant, the person complained about as well as the Chairman of Governors and the Head. A copy of the Panel's findings and recommendations (if any) will also be available for inspection on the school premises by the Chairman of Governors and the Headmaster.

## Timeframe for Dealing with Complaints

It is in everyone's interest to resolve a complaint as speedily as possible: the Foundation's target is to complete the first two stages of the procedure within 20 working days. Stage 3, the Appeal Panel Hearing, will be completed within a further 20 working days.

Please note that, for the purposes of this procedure, **working days** refers to weekdays (Monday to Friday) during term time, excluding bank holidays. This means that during School holidays it may take longer to resolve a complaint although the Foundation will do what is reasonably practicable to avoid undue delay. It may also take longer to resolve a complaint during periods of significant disruption to Foundation life or as a consequence of unavoidable staff absence, however deviation from the normal timescale for resolving a complaint during term time will only be permitted on an exceptional basis, and the Foundation will take all reasonable steps to limit any such delay.

## Recording Complaints

Following resolution of a complaint, the school will keep a written record of all formal complaints at Stage 1, and all formal complaints that reach Stage 2 and/or Stage 3 and any action taken by the school as a result of the complaint (regardless of whether the complaint is upheld).

The Foundation processes data in accordance with its Privacy Notice, posted on the Foundation website. When dealing with complaints the Foundation (including any Panel member appointed under the Stage 3 process) may process a range of information, which is likely to include the following:

- Date when the issue was raised
- Name of parent
- Name of pupil
- Description of the issue
- Records of all the investigations (if appropriate)
- Witness statements (if appropriate)
- Name of member(s) of staff handling the issue at each stage
- Copies of all correspondence on the issue (including emails and records of phone conversations)
- Notes and minutes of the hearing, and

- The Panel's written decision

This may include 'special category personal data' (as further detailed in the Foundation's Privacy Notice and Data Protection Policy, but potentially including, for instance, information relating to physical or mental health) where this is necessary owing to the nature of the complaint. This data will be processed in accordance with the Foundation's Data Protection Policy.

The Foundation will keep records of formal complaints and Complaints Panel hearings, as required by regulation. It will do so in accordance with its Privacy Notice, Data Protection Policy and Retention of Records Policy. Complaints that do not have a safeguarding implications will be retained for a minimum of 7 years.

Correspondence, statements and records relating to individual complaints will be kept confidential except where the Secretary of State or a body conducting an inspection under section 109 of the Education and Skills Act 2008 requests access to them.

For the academic year 20/21 the School received 4 formal complaints.

## EYFS Complaints

Parents of EYFS children should follow the three stages of this Complaints Procedure. If parents remain dissatisfied and their complaint is about the Foundation's fulfilment of the EYFS requirements, then parents may take their complaint to the ISI or Ofsted. Parents will be notified by ISI or Ofsted of the outcome of the investigation into their complaint within 28 days of the complaint being received.

The Foundation will provide ISI/Ofsted, on request, with a written record of all complaints made during any specified period, and the action which was taken as a result of each complaint. The record of any such complaints will be kept in accordance with its Privacy Notice.

Parents may complain directly to Ofsted or to ISI if they believe the provider is not meeting the EYFS requirements. Schools must make available details of how to contact Ofsted and/ or the ISI:

Ofsted can be contacted on 0300 123 1231 or by email: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)

Ofsted  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

ISI can be contacted on 020 7600 0100 or by email: [concerns@isi.net](mailto:concerns@isi.net)

ISI  
CAP House  
9-12 Long Lane  
London  
EC1A 9HA

## Review

This policy will be reviewed by the Director of Operations every three years or at more frequent intervals if there are relevant legislative changes, and/or the evaluation of the policy highlights the need for a review.

## Complaints Record

Complaints Log Location: Headmaster  
Supporting Documentation for Stage 2 and 3: Bursar

Number of Complaints in 2018/19 for Stage 2 = 1, Stage 3 = 0  
Number of Complaints in 2019/20 for Stage 2 = 0, Stage 3 = 1  
Number of Complaints in 2020/21 for Stage 2 = 0, Stage 3 = 1

Version	Date	Author	Position
1	17/03/2017 Governor approved	HL Jackson	Bursar
2	09/10/2017	HL Jackson	Bursar
3	24/09/2018	HL Jackson	Bursar
4	23/09/2019	HL Jackson	Bursar
5	20/03/2020 Governor approved	HL Jackson	Bursar
6	28/08/2020 Governor approved	HL Jackson	Bursar
7	24/05/2021	HL Jackson	Bursar
	27/07/2021	HL Jackson	Bursar
8	25/10/2021	SC Holden	Director of Operations