

Kenton College Preparatory School



Complaints Procedure for Parents

Audience	Parents, Staff and Governors
Author	Headteacher admin@kenton.ac.ke
Last Review	September 2023
Next Review	September 2024
Related Documents	<ul style="list-style-type: none">• Parent Handbook• Parent Contract (signed upon admission)

Introduction and Purpose

Kenton College has long prided itself on the quality of teaching and pastoral care provided to its pupils. However, if parents do have a complaint, it will be dealt with by the school in accordance with this procedure, which is available to the parents of pupils and prospective pupils at the school.

The Board of Governors and staff of Kenton College take seriously their responsibility for safeguarding and promoting welfare of all pupils in their care. The Kenton College Board of Governors are ultimately responsible for the provision stated in this policy.

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 contact their child's class/form teacher. In many cases, the matter will be resolved within the school day.
- If the class/form teacher cannot resolve the matter alone (i.e. they need to consult HOY or a member of SLT) they will acknowledge receipt of the complaint to the parents. This matter may take longer to investigate and therefore communication with the parent will be done as soon as possible and practical.
- Should a matter not be resolved within five school days, or in the event that the relevant teacher and the parents fail to reach a satisfactory resolution, then parents will be advised to proceed with their complaint in accordance with Stage 2 of this procedure.
- Any action taken by the school will be recorded (regardless of whether the complaint is upheld).

Stage 2: Formal Resolution:

- If the complaint cannot be resolved on an informal basis, then the Head of Year/Department will ask parents to put their complaint in writing to the Headteacher who will acknowledge receipt.
- On receipt of the complaint the Headteacher may delegate the matter to the relevant member of SLT to investigate further.
- Once the Headteacher is satisfied that all of the relevant facts have been established, a decision will be made and the parents will be informed of the outcome in writing within 5 school days from the Headteacher acknowledging receipt of the written complaint.
- If for any reason this is not possible, the Headteacher will write to the parents explaining the reason or reasons why it is not possible to reach a decision and inform the parents of an alternative timeline.
- If parents are not satisfied with the decision, they may take the opportunity to proceed to Stage 3 of this procedure.

Stage 3: Panel Hearing:

Where a parent is not satisfied with the response to the complaint made in accordance with Stage 2,

Stage 3 establishes a formal procedure for the complaint to be made in writing.

- Upon receipt of the written decision (end of Stage 2), if parents seek to invoke Stage 3 of this procedure, they are to write to inform the Headteacher of their decision to do so within 5 school days, whereupon the matter will be referred to a hearing before a panel appointed by or on behalf of the Chairman of Governors.
- The panel will be appointed by or on behalf of the Board of Governors and consist of at least three people who were not directly involved in the matters detailed in the complaint. If appropriate to the nature of the complaint, one member of the panel will not be part of the management/leadership of the school.
- The complaint will be acknowledged on behalf of the panel and a hearing scheduled to take place as soon as practicable and normally within 10 school days.
- If the convener of the panel and/or the panel members deem it necessary, they may require (in writing) that further particulars of the complaint or any other related matter be supplied in advance of the hearing. Copies of such particulars shall be supplied to all parties not later than 5 school days before the hearing. Any such further particulars received within 5 school days before the hearing shall be disregarded and inadmissible to the panel because it may not be possible to provide copies to all parties within that timescale.
- A parent may be accompanied to the panel hearing if they wish. Legal representation will not be appropriate.
- The panel will reconvene and, after due consideration of all facts they consider relevant, will reach a decision and make recommendations. This procedure will be completed within 10 school days of the first hearing wherever possible but within 15 school days in any event unless otherwise agreed with the parents. The panel will write to the parents informing them of its decision together with the reasons. The decision of the panel will be final.
- The panel's findings and recommendations will be provided to the complainant and where relevant, the person complained about and will be made available for inspection on the school premises by the Board of Governors and the Headteacher.
- A written record will be kept of all complaints that are made whether they are resolved following a formal procedure or proceed to a panel hearing, including any action taken by the school as a result of those complaints (regardless of whether they are upheld).
- Correspondence, statements and records relating to individual complaints will be kept confidential except where local legal requirements permit access.

Academic Year 2021 - 2022	Number of Complaints
Stage 2 Complaints	2
Stage 3 Complaints	0

Academic Year 2022 - 2023	Number of Complaints
Stage 2 Complaints	0
Stage 3 Complaints	2