**Complaints policy and procedure**

### Complaints procedure for parents and carers

**Introduction**

Kisharon School endeavours to provide a high quality education and care for its pupils. However, if parents do have a complaint, they can expect it to be treated in accordance with the following procedure. We hope that most concerns and complaints will be resolved quickly and informally.

Any changes to the timescales outlined below will be notified to the complainants in writing, with reasons given.

**Stage 1 – Informal stage**

* If parents or carers have a concern or complaint, they should initially contact their child’s class teacher. We hope that the matter will be resolved by this means. If the class teacher cannot resolve the matter alone, it may be necessary for them to consult the Headteacher.(HT)
* The class teacher will make a written record of the concern or complaint and the date on which it was received. Should the matter not be informally resolved within three working days, or in the event that the class teacher and complainant fail to reach a satisfactory resolution, then complainants will be advised to proceed with their complaint in accordance with Stage 2 of this Procedure.
* If the complaint is in regard to a class teacher then the headteacher should be contacted.
* If the complaint is in regard to the Headteacher the designated governor should be contacted. If the complainant is not satisfied with the outcome of the complaint they may proceed to Stage 3 of this procedure.

**Stage 2 – Formal stage**

* Once a formal written complaint is received from the complainant then the Headteacher will undertake an investigation and reply in writing to the complainant within 15 days.
* However, if the complainant is not satisfied with the outcome then they should move to the next stage.
* The HT will keep written records of all meetings and interviews held in relation to the complaint.
* If the complainants are not satisfied with the outcome of their complaint at this stage, they should proceed to stage 3 of this procedure.

**Stage 3 – Formal Stage**

* The complainant writes formally to the clerk to the governors complaint appeal panel outlining the reasons why they are not happy with the outcomes of the investigations at stage 2 and requests that an appeals panel reviews the complaint.
* The appeal panel meets within 20 days after receipt of the complainants letter.
* The complainant will receive the decision of the panel in writing within a further 5 days.

**Record keeping and confidentiality**

* The outcome of individual complaints will be recorded in the schools complaints register which will note whether it was resolved at the preliminary stages or proceeded to a panel hearing.
* 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 paragraph 6(2)(j) of the Education (Independent Schools Standards) Regulations 2003; where disclosure is required in the course of the School’s Inspection; or where any other legal obligation prevails.
* The school is required to provide parents and other interested parties with the number of complaints registered under the formal procedure during the preceding year, but no details about any complaints are released.

Signed by:

Chair of Governors ......................................................... Date .......................................

Headteacher ...................................................................... Date .......................................

This policy will be reviewed every two years