



Milton Keynes Education Trust

Kents Hill School

Complaints Policy

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2.1	Final Draft	01 09 2015	MEC	Chair of Governor's Review added
2.2	Revised	14 06 2016	DGH	Following review and update to stage 4

COMPLAINTS POLICY

What to do if you have a concern or complaint about Kents Hill School

INTRODUCTION

At Kents Hill School, we value constructive feedback on how we are doing. If you have a concern or complaint we always try to deal with it helpfully and reasonably. If we need to, we try to put things right as quickly as possible. If you have a concern or complaint, please take it up with us first.

This policy applies to any complaint, other than those relating to admissions and exclusions which have their own processes.

To help Kents Hill School address concerns in a timely manner, and to support any investigation that may be needed, complaints should be made within 5 school days of an incident.

It is a precondition to the operation of this policy that the complainant is acting in a reasonable and measured way. The Headteacher of Kents Hill School shall have the discretion, which will be exercised reasonably, not to allow a complaint to be pursued where this is not the case or where the complaint is judged to be vexatious. In the event that the complaint relates to the Headteacher, the Chair of Governors would, if appropriate, exercise this discretion.

The complaints procedure has four stages. You will be told what to do at each stage if you wish to take your complaint further.

Stage 1 (Informal)

If you have a concern about the work of Kents Hill School, try to talk to the member of staff who is most closely involved. Your concern can usually be settled quickly by contacting and discussing your concerns with the right person.

If you consider your complaint to be serious, or you feel uncomfortable discussing your concerns with the member of staff involved, you may wish to discuss the matter with a senior member of staff. It is not the role of governors to get involved at this stage.

If your concern cannot be resolved in this way, or you are not happy with the way it has been dealt with, you should take it to Stage 2.

Stage 2 (Formal)

You should put your complaint in writing to the Headteacher of Kents Hill School who will arrange for it to be investigated. If your complaint is about the Headteacher of Kents Hill School, you can write directly to the Chair of Governors care of Kents Hill School.

Kents Hill School will aim to let you know that your complaint has been received within 5 school days.

Kents Hill School will aim to notify you of the results of the investigation undertaken by the Headteacher (or the Chair of Governors should the complaint relate to the Headteacher) in writing within 15 school days.

The Headteacher may:

- uphold the complaint, in whole or in part;
- reject the complaint;
- judge the complaint to be vexatious

If you believe your complaint has not been investigated properly and/or the outcome is unfair, you may move to Stage 3.

Stage 3 (Review)

If you believe your complaint was not handled correctly at Stage 2, you may write to the Chair of Governors giving details of the ways in which the complaint was **mishandled** or why you think the outcome of the investigation was **inaccurate** or **unfair**. The Chair of Governors will arrange for the way your complaint was handled to be investigated.

The Chair of Governors will not reinvestigate the complaint, but will review whether correct procedures were followed to ensure the concern was thoroughly investigated and the outcome accurate and fair.

You must be clear on which parts of the original investigation and response you want the Chair of Governors to review and why.

The Chair of Governors at Kents Hill School will acknowledge receipt of the written request for the outcome of your complaint to be reviewed within 10 school days.

The Chair of Governors will aim to notify you of the outcome of their review in writing within 10 school days of acknowledging receipt of the request for a Review.

The Chair of Governor's may:

- uphold, in whole or in part, concerns about the manner in which the complaint was handled or the outcome;
- require the complaint be re-investigated in whole or in part if the procedures in stage 2 have not been handled correctly;
- recommend appropriate action to be taken to resolve the complaint;
- recommend changes to Kents Hill School policies or procedures to ensure that problems of a similar nature do not recur.

If you are dissatisfied with the Chair of Governor's Review at Stage 3, you may move to Stage 4.

Stage 4 (Appeal)

If you are dissatisfied with the outcome of the Chair of Governor's Review at Stage 3, you may write to the Clerk to the Governors, giving details of which elements of your complaint you would still like to be considered in an Appeal.

The Clerk to the Governors will write to you acknowledging receipt of the written request for the complaint to be heard by the Appeal Panel. This acknowledgement must be sent within 10 school days and should inform you of the arrangements for hearing the complaint within 20 school days of receiving it. The letter will explain that you have the right to submit documents relevant to your Appeal. These must be received within 5 school days of the date of the hearing to allow adequate time for the documents to be circulated.

The Appeal Panel will comprise of at least three members, one of whom will be independent of the management and running of the school. The Appeal Panel will invite the complainant to attend and to be accompanied at the Panel Hearing if they so request. No person involved should have previous involvement in the complaint.

The panel may choose its own Chair.

The panel can:

- dismiss the complaint in whole or in part;
- recommend that the Chair of Governor's re-visits the Review in whole or in part if the procedures in Stage 3 have not been handled correctly;
- recommend appropriate action to be taken to resolve the complaint;
- recommend changes to Kents Hill School policy or procedures to ensure that problems of a similar nature do not recur.