

## Complaints Policy

All Kings' policies will be ratified by the Board of Directors and signed by the Chairperson. Each policy will be co-signed by the principal of each school. Review dates will be similar for each school.

<b>Coordinator</b>	<b>Nominated Director</b>	<b>Chair of Board of Directors</b>
<b>PRINCIPAL</b>	<b>DIRECTOR OF COLLEGE SERVICES</b>	<b>NIGEL PAMPLIN</b>

We believe that Kings provide an excellent education and that the Principal and school personnel work very hard to build positive relationships with all parents and others. However, we are obliged under Section 39 of the School Standards and Framework Act to have in place clear procedures to deal with complaints made against the school or individuals connected with it.

We have a duty to publish the complaints procedure in the school handbook and on the school website with hard copies available from the school office.

We believe that we can keep complaints to a minimum by forging strong positive relations with everyone connected with the school and by having in place very good lines of communication. We will always endeavour to resolve a complaint promptly and informally when it is first received, if at all possible.

### Aims

- to deal with any complaint against the school or any individual connected with it by following the correct procedures
- to deal with all complaints thoroughly, in a timely manner and by being open, honest and fair when dealing with the complainant

### Procedure

<b>Role of the Board of Directors</b>	<p>The Board has:</p> <ul style="list-style-type: none"> <li>▪ a duty to have in place a complaints procedure;</li> <li>▪ created deadlines for each stage to ensure that complaints are dealt with in a prompt and efficient manner;</li> <li>▪ delegated powers and responsibilities to the Principal to ensure all school personnel and visitors to the school are aware of and comply with this policy;</li> <li>▪ requested that the Principal endeavours to resolve all complaints informally at the time the complaint is first made, if possible;</li> <li>▪ requested that all complaints must be made while the student concerned is attending Kings School;</li> <li>▪ will ensure that the details of the complaint are confidential;</li> <li>▪ set deadlines for the response time to a complaint;</li> <li>▪ agreed to respond to a written complaint within 7 days;</li> <li>▪ agreed to log and deal with any complaints against the Principal;</li> <li>▪ authorised the creation of an Independent Hearing Panel;</li> <li>▪ ensured that the Independent Hearing Panel should contain staff members who have had no previous connection to the complaint;</li> <li>▪ ensured that the Independent Hearing Panel consists of one person who has no connection to the running of the school;</li> <li>▪ nominated the Director of College Services to visit the school regularly, to liaise with the Principal and to report back to the Board;</li> <li>▪ responsibility for ensuring that this policy is made available to parents;</li> <li>▪ responsibility for the effective implementation, monitoring and evaluation of this policy</li> </ul>
<b>Role of the Principal</b>	<p>The Principal will:</p> <ul style="list-style-type: none"> <li>▪ ensure all school personnel, pupils and parents are aware of and comply with this policy;</li> <li>▪ monitor the effectiveness of this policy;</li> </ul>

	<ul style="list-style-type: none"> <li>▪ ensure hard copies of the Procedure are available in the School Office;</li> <li>▪ strive to resolve complaints, if possible, on an informal basis before the complaint is made in writing;</li> <li>▪ log any complaints against the school;</li> <li>▪ meet with a complainant within 24 hours of notification of the complaint;</li> <li>▪ ensure that specified timescales are met;</li> <li>▪ pass any complaints against the Principal directly to the Board of Directors</li> <li>▪ review the effectiveness of the policy with student consultation;</li> <li>▪ annually meet the Director of College Services to review this policy and the Complaints Log;</li> <li>▪ will receive feedback on this policy from the students through the student consultation process with the EFL Forum and Academic Counsel</li> </ul>
<b>Role of the Director of College Services</b>	<p>The Director of College Services will:</p> <ul style="list-style-type: none"> <li>• regularly visit the school's Principal to ensure the policy is implemented effectively;</li> <li>• report back to the Board of Directors</li> </ul>
<b>Role of the Independent Hearing Panel</b>	<p>The Independent Hearing Panel has been authorised by the Chairman of the Board to deal with complaints in the event that the complainant is not satisfied with the decision of the Board.</p> <p>The Independent Hearing Panel will:</p> <ul style="list-style-type: none"> <li>• consist of the individuals listed below, who have no connection with the running or management of the school;</li> <li>• in the event that two or more of the appointed members of the IHP are unavailable, may consist of two school personnel, but must consist of one IHP member, as he/she has no connection with the running or management of the school;</li> <li>• have had no previous experience of the complaint or contact with the complainant;</li> <li>• invite parents or guardians, if appropriate, to attend the Hearing with the complainant;</li> <li>• give 21 days' notice of a Hearing to all parties involved, including parents;</li> <li>• ensure that copies of the Independent Hearing Panel's findings and recommendations are provided to the complainant, the individual and individuals who is/are the subject of the complaint, the Principal and the Board of Directors;</li> <li>• work within agreed timescales set in this policy;</li> <li>• notify a complainant of the Independent Hearing Panel's decision in writing within 7 days</li> </ul>
<b>Members of the Independent Hearing Panel</b>	<p>The appointed members of the Independent Hearing Panel are:</p> <ul style="list-style-type: none"> <li>• Nigel Addison</li> <li>• Robert McLarty</li> <li>• Elizabeth Carter</li> </ul>
<b>Role of School Personnel</b>	<p>School personnel and volunteers will:</p> <ul style="list-style-type: none"> <li>▪ be made aware of this policy and procedures during induction and the school personnel handbook;</li> <li>▪ know how and where to direct a complainant if they are unable to solve the student's complaint themselves</li> <li>▪ be prepared, should the student for some reason does not want to go to the appropriate person him/herself, to do so on their behalf and advise the student of the proposed solutions until the complaint is resolved</li> <li>▪ understand that the member of staff responsible for finding the solution to the complaint is responsible for ensuring that the complaint is logged on the student record in CLASS</li> </ul>
<b>Role of Students</b>	<p>Students must be made aware of:</p> <ul style="list-style-type: none"> <li>▪ how to access the policy if required</li> </ul>



	<ul style="list-style-type: none"> <li>▪ how to make a complaint should they wish to</li> <li>▪ the fact that a member of staff can act as a mediator if appropriate</li> </ul>
<b>Student Consultation</b>	<p>We wish to consult our students and to hear their views and opinions as we acknowledge and support <a href="#">Article 12 of the United Nations Convention on the Rights of the Child</a> that children should be encouraged to form and to express their views.</p> <p>Student consultation is integral to our process of regular self-evaluation and continuous improvement and will take place in a variety of ways.</p> <p>The methods will include:</p> <ul style="list-style-type: none"> <li>• A Student Forum /Council (which will meet regularly and also be consulted by the Principal)</li> <li>• An appointment system and means of contact with the Principal and key staff members</li> <li>• Operating an 'open door' policy in school whenever possible</li> <li>• Student Questionnaires (on a variety of matters relating to the school and/or and social issues)</li> <li>• Open Class discussion (on a variety of matters relating to the school and/or and social issues)</li> <li>• Suggestion Box: this is in the format of an email Icon on the colleges computers: suggestions @london.kingscolleges.com, it is anonymous</li> <li>• Every effort is made to provide a variety and range of consultation methods to all students. Every student who attends a course at Kings will be encouraged and given the opportunity to provide feedback on every aspect of school life during their stay with us.</li> </ul> <p>A separate policy exists for student consultation which explains these processes in more detail.</p>
<b>Role of Parents (If parents are the fee payers)</b>	<p>Parents/Guardians/Parents representatives will be made aware of:</p> <ul style="list-style-type: none"> <li>• how to access the policy if required;</li> <li>• how to make a complaint should they wish to;</li> <li>• their right to attend an Independent Panel Hearing if they wish</li> <li>• their right to be accompanied if they to the Independent Hearing Panel if they wish</li> </ul>
<b>Stages of the Complaints Process</b>	<p>The complaints process is divided into four stages. When a complaint is first made, every effort will be made to first resolve a complaint informally and promptly with the appropriate member of staff. This is Stage 1.</p> <p>In Stage 1, the appropriate member of staff will:</p> <ul style="list-style-type: none"> <li>• be notified of the complaint by the member of staff to whom it was made within 24 hours of it occurring;</li> <li>• receive a complaint instead directly from the student;</li> <li>• endeavour to first resolve the complaint informally;</li> <li>• have 24 hours to respond to a complainant;</li> <li>• record both the complaint and the proposed solution on the student's records as appropriate</li> </ul> <p>If the complainant is dissatisfied with the response, the complainant may take the complaint to the Principal in Stage 2 if they wish, using the stages described:</p> <p>In Stage 2, the Principal will:</p> <ul style="list-style-type: none"> <li>• be notified of the complaint by the member of staff to whom it was made within 24 hours of it occurring;</li> <li>• endeavour to first resolve the complaint informally;</li> <li>• have 24 hours to respond to a complainant;</li> <li>• direct complaints against the Principal to the Board of Directors;</li> <li>• ask the complainant to contact the Board of Directors in writing, in the event that the complainant is dissatisfied with the Principal's response</li> </ul>



	<p>Stage 1 and Stage 2 are illustrated in Appendix A: <i>Plan of Procedure for General School Complaints : Informal</i></p> <p>If the complainant wishes to make a complaint against the Principal, the process will move directly to Stage 3, as described below, and illustrated in Appendix C: <i>Complaints Against the Principal</i></p> <p>In Stage 3, the Board of Directors will:</p> <ul style="list-style-type: none"> <li>• be notified of the complaint in writing within 7 days of the Principal’s response;</li> <li>• have 7 days to respond to a complainant;</li> <li>• deal directly with complaints against the Principal;</li> <li>• direct unresolved complaints to the Independent Hearing Panel</li> </ul> <p>In Stage 4, Independent Hearing Panel will:</p> <ul style="list-style-type: none"> <li>• consist of one member who has no connection with the management of the school;</li> <li>• consist of individuals who have no previous involvement or experience of the complaint;</li> <li>• be notified of the complaint in writing within 7 days of the Principal’s response;</li> <li>• give the complainant 21 days’ notice of a Hearing;</li> <li>• invite a parent or guardian or representative to join the complainant;</li> <li>• have 7 days to respond to a complainant following the Hearing;</li> <li>• direct unresolved complaints to appeal to English UK or the British Accreditation Council</li> </ul> <p>Stage 3 and Stage 4 are illustrated in Appendix B: <i>Plan of Procedure for General School Complaints: Formal</i></p>
<b>General Complaint</b>	<p>Please refer to:</p> <ul style="list-style-type: none"> <li>• Appendix A (page 6) <i>Plan of Procedure for General School Complaints: Informal</i></li> <li>• Appendix B (page 7) <i>Procedure for General School Complaints: Formal</i></li> </ul> <p>Any complaint needs to be made while the student is attending a course at Kings.</p>
<b>Complaint against the Principal</b>	<p>Please refer to:</p> <ul style="list-style-type: none"> <li>• Appendix C (page 8) <i>Plan of Procedure for Complaints Against the Principal</i></li> </ul> <p>Any complaint needs to be made while the student is attending a course at Kings.</p>
<b>Complaint regarding the Curriculum and General Educational Provision</b>	<p>All curriculum and general educational provision complaints will be dealt with by the Board of Directors or the Independent Hearing Panel in line with their set complaints procedures.</p> <p>Any complaint needs to be made while the student is attending a course at Kings.</p>
<b>Contact Details</b>	<p>The Chairman of the Board of Directors can be contacted at the following address:</p> <p>Nigel Pamplin  Prime Education  The Old Market  Upper Market Street  Hove BN3 1AS  United Kingdom</p>
<b>Record keeping</b>	<p>Records of all complaints should be kept, whether verbal or in writing. Records should be kept confidential but available to Ofsted/ISI inspectors or the Registration Authority when requested.</p>
<b>Monitoring</b>	<ul style="list-style-type: none"> <li>• The Principal logs all complaints received by the school and records the stage at</li> </ul>



<b>and Review</b>	<p>which and how they were resolved, and the time taken to find resolution. Directors discuss this log annually. Records are all confidential.</p> <ul style="list-style-type: none"> <li>• A continuous process of self-evaluation by the Directors and Principals will monitor the process of dealing with complaints.</li> <li>• Directors take into account any local or national decisions that affect the complaints process, and make any modifications necessary to this policy.</li> </ul>
<b>Associated Policies and Publications</b>	<p>This policy has been written with reference to and in accordance with the following policies and publications:</p> <ul style="list-style-type: none"> <li>• The Staff Handbook</li> <li>• The HR Manual</li> <li>• Kings Strategic Objectives 2012-2015</li> </ul>
<b>Monitoring the Effectiveness of the Policy</b>	<p>The effectiveness of this policy will be reviewed annually, or when the need arises, and the necessary recommendations for improvement will be made to the directors.</p>

### Equality Impact Assessment

Under the Equality Act 2010 we have a duty not to discriminate against people on the basis of their age, disability, gender, gender identity, pregnancy or maternity, race, religion or belief and sexual orientation. This policy has been equality impact assessed and we believe that it is in line with the Equality Act 2010 as it is fair, it does not prioritise or disadvantage any pupil and it helps to promote equality at this school.

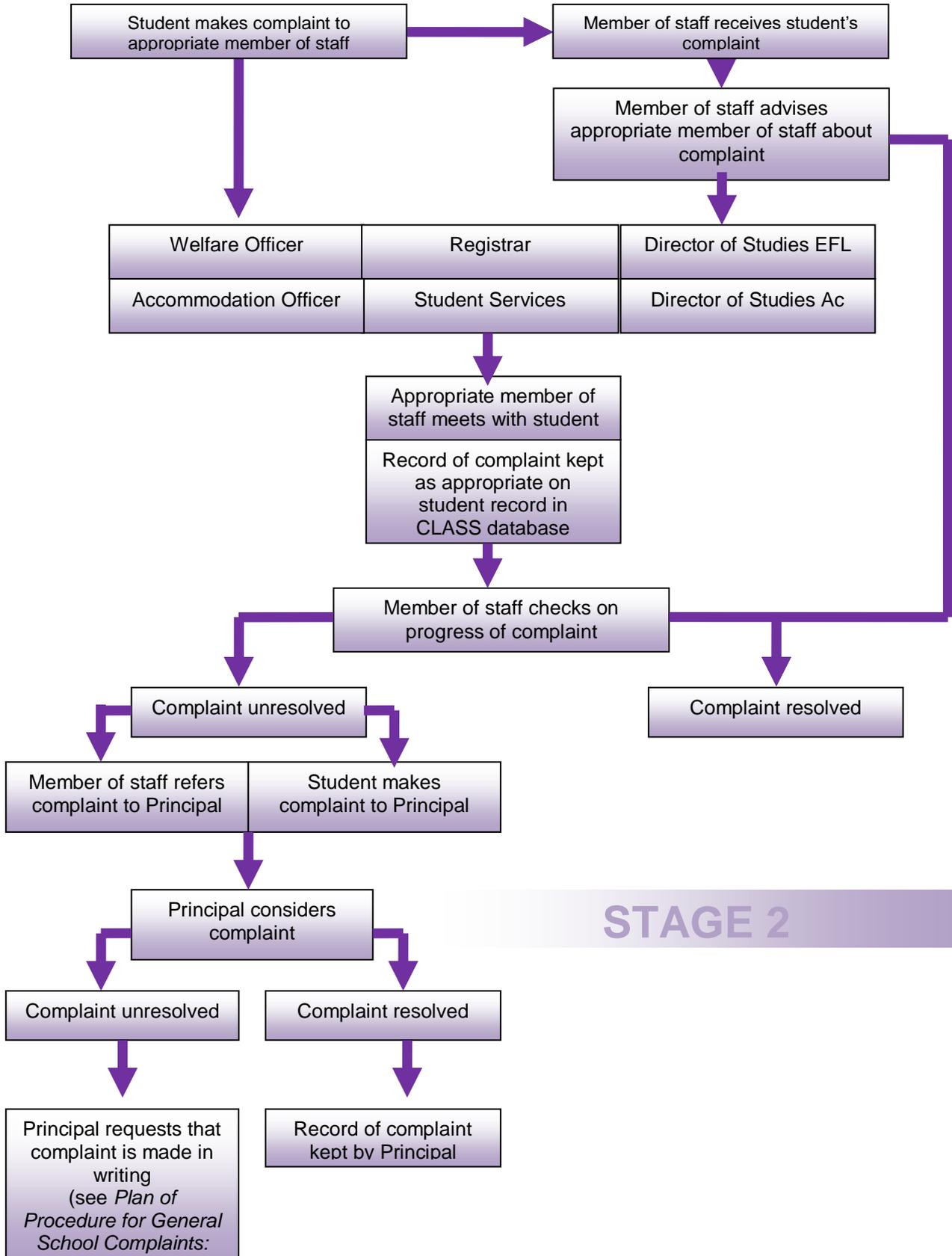
This policy affects or is likely to affect the following members of the school community (✓)		Students	School Personnel	Parents/ carers	Directors	School Visitors	Wider School Community			
		✓	✓	✓	✓	✓	✓			
<b>Question</b>	<b>Protected Characteristics</b>						<b>Conclusion</b>			
Does or could this policy have a negative impact on any of the following?	Age	Disability	Gender	Gender identity	Pregnancy or maternity	Race	Religion or belief	Sexual orientation	Undertake a full EIA if the answer is 'yes' or 'not sure'	
<b>YES</b>									<b>Yes</b>	<b>No</b>
<b>NO</b>	✓	✓	✓	✓	✓	✓	✓	✓		✓
<b>UNSURE</b>										
Does or could this policy help promote equality for any of the following?	Age	Disability	Gender	Gender identity	Pregnancy or maternity	Race	Religion or belief	Sexual orientation	Undertake a full EIA if the answer is 'no' or 'not sure'	
<b>YES</b>	✓	✓	✓	✓	✓	✓	✓	✓	<b>Yes</b>	<b>No</b>
<b>NO</b>										✓
<b>UNSURE</b>										
<b>Conclusion</b>	We have come to the conclusion that after undertaking an initial equality impact assessment that a full assessment is not required.									



**Plan of Procedure for General School Complaints: Informal**

Complaints Procedure Appendix A

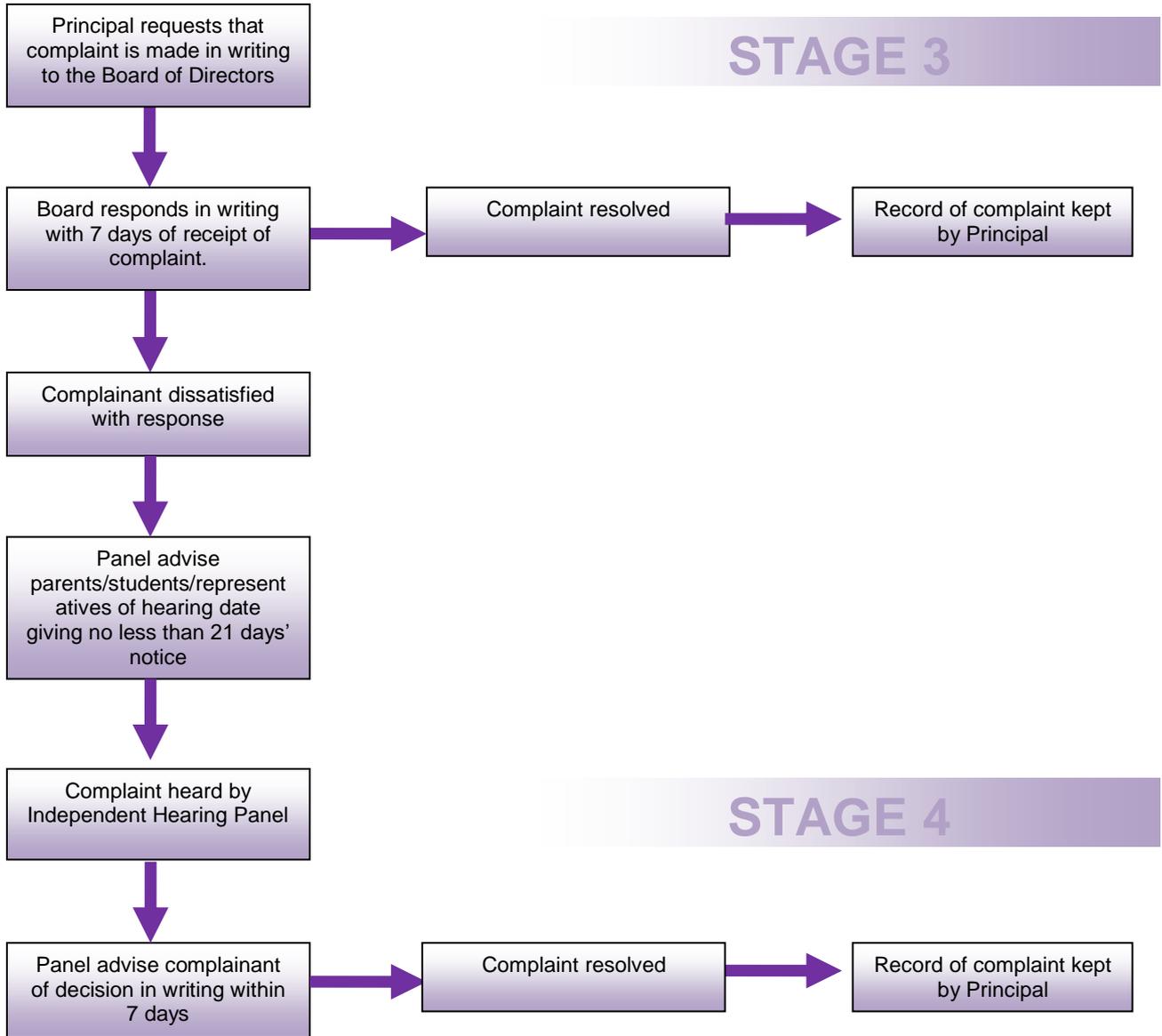
**STAGE 1**



**STAGE 2**

# Plan of Procedure for General School Complaints: Formal

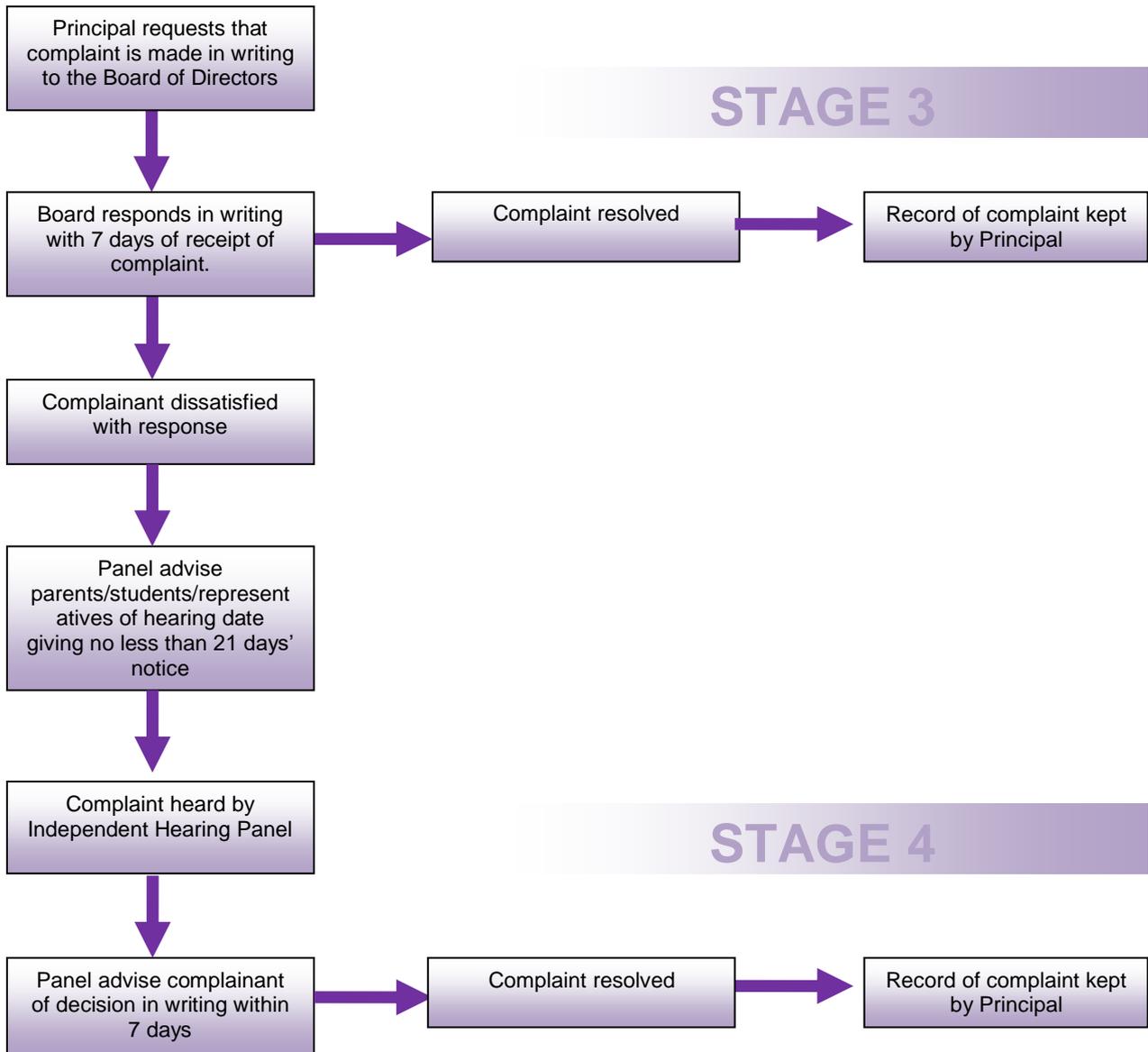
Complaints Procedure Appendix B



# Plan of Procedure for General School Complaints: Formal

## Plan of Procedure for Complaints Against the Principal

Complaints Procedure Appendix C



Annual Policy Review Sheet - Appendix D:

Review Date	Primary Reviewer Name (Policy Coordinator)

This Appendix A should be completed **annually** by the Policy Coordinator and Principal with specific details of each individual Kings college.

<b>Date of Last Review:</b>	
<b>Date of Next Review:</b>	
<b>Is this policy being implemented fully, with all outlined procedures followed as prescribed?</b>	YES/NO
<b>Number of Unresolved Complaints</b>	X
<b>Records are held of all informal general complaints resolved at Stage 1 in the CLASS database</b>	YES/NO
<b>Records are held of all informal general complaints resolved at Stage 2 in the Complaints Log</b>	YES/NO
<b>Records are held of all formal general complaints resolved at Stage 3 and 4 in the Complaints Log</b>	YES/NO
<b>All formal complaints against the Principal resolved at Stage 3 and 4 are recorded by the Board</b>	YES/NO
<b>The Complaints Log is available for inspectors to view in/at:</b>	XXX
<b>If this policy is not being implemented fully, as prescribed, please outline what you have put in place instead and the reasons behind the change...</b>	
<b>How are staff made aware of this policy?</b>	
<b>Does this policy require any specific/specialised training for staff, if yes please specify what it is and whether it has been done?</b>	



**Monitoring the Effectiveness of the Policy**

The information in this policy and appendix will be reviewed annually by the Principal, or when the need arises, and the necessary recommendations for improvement will be made by the Principal to the Board of Directors.

Please comment on the overall effectiveness of this policy – giving any suggestions or recommendations for improvement...

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<b>Coordinator:</b>		<b>Date:</b>	
<b>Principal:</b>		<b>Date:</b>	
<b>Chair of Board of Directors:</b>		<b>Date:</b>	
<b>Name of School:</b>			
<b>Next Review Date:</b>			

