

## **Holiday Club - Complaints Procedure**

### **Introduction**

Kingsmead School Holiday Club has always aspired to be a holiday club with a Christian ethos and a caring, family atmosphere. This being the case most problems are resolved quickly and easily. However, if parents do have a complaint, they may expect it to be treated by the club with care and in accordance with this procedure. Kingsmead School Holiday Club makes its complaints procedure available to all parents of children on the school's website and in the Holiday club office during club times and at the school office on school day.

In accordance with paragraph 33, (Part 7) of the Independent School Standards (England) Regulations 2014, Kingsmead School will make available to parents of pupils and provide, on request, to the Chief Inspector, the Secretary of State or the ISI for the purposes of section 162A(1) of the Education Act 2002 (as subsequently amended), details of the complaints procedure and the number of complaints registered under the formal procedure during the preceding school year.

### **What Constitutes a Complaint?**

A complaint is an expression of dissatisfaction with a real or perceived problem. It may be made about the Club as a whole, about a specific club or about an individual member of staff. A complaint is likely to arise if a parent believes that the club has done something wrong, or failed to do so something that it should have done or acted unfairly.

**Parents can be assured that all concerns and complaints will be treated seriously and confidentially. The club 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.**

### **Stages of Complaint**

- Stage 1 – Informal resolution
- Stage 2 - Formal resolution
- Stage 3 - Panel hearing

### **Timeframe for Dealing with Complaints**

All complaints will be handled seriously and sensitively. They will be acknowledged within five working days if received during term time and as soon as practicable during holiday periods. It is in everyone's interest to resolve a complaint as speedily as possible: the school's target is to complete the first two stages of the procedure within 28 days if the complaint is lodged during term-time and as soon as practicable during holiday periods.

**Stage 3, the Appeal Panel Hearing, will be completed within a further 28 days, if the appeal is lodged during term-time and as soon as practicable during holiday periods.**

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### **Recording Complaints**

Following resolution of a complaint, the club will keep a written record of all complaints and whether they are resolved at the preliminary stage or proceed to a panel hearing. At the club's discretion, additional records may be kept which may contain the following information:

- Date when the issue was raised
- Name of parent
- Name of child
- 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)

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 108 or 109 of the 2008 Act requests access to them.

### **Stage 1 - Informal Resolution**

- a) It is hoped that most complaints will be resolved quickly and informally.
- b) If parents have a complaint, they should contact session leader. In many cases, the matter will be resolved straightaway, to the satisfaction of all concerned. If the session leader cannot resolve the matter alone, it may be necessary to consult club manager.
- c) Complaints made direct to a member of the Senior Management Team (SMT) will usually be referred to the club manager, unless the SMT member decides to deal with the matter personally.
- d) Club manager will make a written record of all concerns and complaints and the date on which they were received. Should the matter not be resolved within 15 days if the complaint is lodged and in the event that the club manager and 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.
- d) If however, the complaint is against the Headmaster, parents should make their complaint directly to the Chairman of Governors, Mr T Turvey, marked Private and Confidential. The complaint should be sent to the school address.

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

- a) If the complaint cannot be resolved on an informal basis, then the parents should put their complaint in writing to the Headmaster. The Headmaster will decide, after considering the complaint, the appropriate course of action to take.

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- b) All complaints will be handled seriously and sensitively. They will be acknowledged within five working days if received during term time and as soon as practicable during holiday periods. It is in everyone's interest to resolve a complaint as speedily as possible: the clubs target is to complete the first two stages of the procedure within 28 days if the complaint is lodged during term-time and as soon as practicable during holiday periods.
- c) It may be necessary for the Headmaster to carry out further investigations.
- d) The Headmaster will keep written records of all meetings and interviews held in relation to the complaint.
- e) Once the Headmaster is satisfied that, so far as is practicable, all of the relevant facts have been established, a decision will be made and the parents will be informed of this decision in writing. The Headmaster will also give reasons for his decision.
- f) If the complaint is against the Headmaster, the Chairman of Governors will call for a full report from the Headmaster 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/her decision.
- g) If parents are still not satisfied with the decision, they should proceed to Stage 3 of this procedure.

**Stage 3 - Panel Hearing**

- a) If parents seek to invoke Stage 3 (following a failure to reach an earlier resolution) they will be referred to the particular person appointed by the Governors (the Convenor) who has been appointed by the Governors to call hearings of the Complaints Panel.
- b) The matter will then be referred to the Complaints Panel for consideration. The panel will consist of at least three persons, one of whom shall be independent of the management and running of the school. Each of the Panel members shall be appointed by the Governors. The three panel members will not be directly involved in the matters detailed in the complaint. The Convenor, on behalf of the Panel, will then acknowledge the complaint and schedule a hearing to take place as soon as practicable and normally within 25 days if the complaint is lodged during term-time and as soon as practicable during holiday periods.
- b) 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 10 days prior to the hearing.
- c) The parents may be accompanied to the hearing by one other person. This may be a relative, teacher or friend. Legal representation will not normally be appropriate.
- d) If possible, the panel will resolve the parents' complaint immediately without the need for further investigation.
- e) 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 reach a decision and may make recommendations, which it shall complete within 15 days of the Hearing. The Panel will write to the parents informing them of its decision and the reasons for it. The decision of the Panel will be final. The Panel's findings and, if any, recommendations will be sent in writing to the complainant and, where relevant, the

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person complained about; and will be available for inspection on the school premises by the Governors and Headmaster.

f) Parents can be assured that all concerns and complaints will be treated seriously and confidentially. Correspondence, statements and records will be kept confidential except where the Secretary of State or a body conducting an inspection under Section 108 or 109 of the 2008 Act requests access to them.

- A written record of complaints will be held for five years whether they are resolved at the preliminary stage or proceed to a panel hearing
- Parents may wish to raise their concerns with the Independent School's Inspectorate ISI. ([www.isi.net/](http://www.isi.net/))  
Independent Schools Inspectorate  
Ground Floor  
CAP House  
9-12 Long Lane  
London  
EC1A 9HA Tel: 020 7600 0100  
Email: concerns@isi.net

**EYFS Complaints**

- Parents of EYFS children may wish to raise their concerns with OFSTED  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD Tel: 0300 123 4234  
Email: enquiries@ofsted.gov.uk  
([www.ofsted.gov.uk](http://www.ofsted.gov.uk))
- Parents may wish to raise their concerns with the Local Authority Designated Officer regarding any complaint concerning the welfare of pupils.  
Suzanne Cottrell  
Area Team Leader  
Children and Young People's Department, Wirral  
Hamilton Building  
Conway Street  
Birkenhead  
Wirral  
CH41 4FD

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**Appendix** For complaints relating to Foundation Stage or after school care provided to children aged 8 or below.

Complaints relating to the categories of children mentioned above must be dealt with using the “Provider Complaints Record”, a copy of which is attached.

Staff members are asked to note the following points as they fill in the complaints record:

When completing the record you should bear in mind it may be shared with a parent who asks to see it as well as with ISI or Ofsted. It is important to maintain appropriate confidentiality when filling in the record. This means that you should not name the person making the complaint or any persons (adults or children) that relate to the complaint.

1. The record is intended only for complaints relating to the national standards. You must record here one or more national standards to which the complaint refers. If you are unsure you should refer to your national standards and the accompanying guidance. You must record all details associated with the complaint, taking care not to name individuals. For example, use “child A”, “staff member B”.
2. You must share an account of the findings of your investigation and the action, if any, that you took or you intend to take as a result of your investigations with parents at the school. You must do this within 28 days from the date the complaint was made. You can do this by sharing this record. If they ask you to do so, or if you think it is appropriate, you should send a separate letter to the parent who made the complaint giving more details.

Compiled	March 2011	M G Gibbons
Reviewed	March 2014	M G Gibbons
Approved	30/10/11 and 13.11.12 March 2014 September 2014	T Turvey (Governor) All Governors (Main Board) D Renison (Governor)
Revised	March 2014	T Evans
Reviewed	April 2018	C Hodgson
Circulated	Autumn 2011	School P Drive/Website

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**Early Years Provider Complaints Record.**

<b>DATE OF COMPLAINT</b>			
<b>A: Source of complaint</b>			
Parent (in Writing, including e-mail) <sup>5</sup>	<input type="checkbox"/>	Staff member	<input type="checkbox"/>
Parent (in person)	<input type="checkbox"/>	Anonymous	<input type="checkbox"/>
Parent (phone call)	<input type="checkbox"/>	OFSTED (Include complaint number if known)	<input type="checkbox"/>
		Other (Please state)	<input type="checkbox"/>
<b>B: Nature of complaint</b> (Please tick all specific legal requirements that the complaint relates to)			
Safeguarding and promoting children's welfare			
Suitable people			
Suitable premises			
Organisation			
Documentation			
Please give details of the complaint:			
<b>C: How it was dealt with</b>			
Internal investigation	<input type="checkbox"/>		
Investigation by OFSTED	<input type="checkbox"/>		
Investigation by other agencies (please state)	<input type="checkbox"/>		

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Please give details of any internal investigation or attach any outcome letter from Ofsted

<b>D: Actions and outcomes</b>		
Internal actions	<input type="checkbox"/>	
Actions agreed with Ofsted	<input type="checkbox"/>	
Changes to conditions of registration	<input type="checkbox"/>	
Other action taken by Ofsted	<input type="checkbox"/>	
No action	<input type="checkbox"/>	
Actions imposed or agreed with other agencies	<input type="checkbox"/>	

Please give details

Has copy of this record been shared with parents? YES/NO	
Name of recorder	Outcome notified to parent (within 28 days) <sup>6</sup>
Position: Name: Signature:	Date completed

<sup>5</sup>Regulations require providers to investigate all complaints notified to them, in writing, by a parent of a child attending the setting.

<sup>6</sup>regulations require providers to give an account of the findings of the investigation into the complaint and any action taken to the parent who made the complaint, within 28 days of the complaint

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FOR EARLY YEARS FOUNDATION STAGE COMPLAINTS PLEASE SEE THE ATTACHED PROVIDER COMPLAINTS RECORD

**Stage 1 - Informal Resolution**

**Date of complaint/concern:**

**Complaint made by: Name:**

In Person  <sup>✓</sup>      Letter  <sup>✓</sup>      Email  <sup>✓</sup>

**Complaint made to:**

**Nature of complaint:**

**Action taken:**

	Please tick	Date	Initial

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**Outcome: Please annotate**

Complaint dealt with in accordance with school policy and following procedures	Yes	No
Complaint resolved/believed to be resolved	Yes	No
Complaint taken to <b>Stage 2</b>	Yes	No

DATE REVIEWED BY MGG  DATE REVIEWED BY GOVERNOR  NAME OF GOVERNOR

**Stage 2 - Formal Resolution** to be completed within 28 days of receipt of initial complaint

Date of initial informal complaint  
  
Name of complainant

Date letter to Headmaster from complainant received

	Please tick	Date	Initial
Action taken: Date complainant letter acknowledged (as soon as possible and at the latest within 5 working days if received during term time or as soon as practicable during holiday periods)	<input type="checkbox"/>	<input style="width: 80px;" type="text"/>	<input style="width: 50px;" type="text"/>
Complaint discussed with Form Teacher (record date and name, attach notes and initial)	<input type="checkbox"/>	<input style="width: 80px;" type="text"/>	<input style="width: 50px;" type="text"/>
Complaint discussed with SMT (record date and name/s, attach notes and initial)	<input type="checkbox"/>	<input style="width: 80px;" type="text"/>	<input style="width: 50px;" type="text"/>
Complaint discussed with any other parties (record date and name/s, attach notes and initial)	<input type="checkbox"/>	<input style="width: 80px;" type="text"/>	<input style="width: 50px;" type="text"/>
Meeting with complainant to discuss complaint/concerns (record date, attach notes and initial)	<input type="checkbox"/>	<input style="width: 80px;" type="text"/>	<input style="width: 50px;" type="text"/>
Written record kept of all interviews (record date and initial)	<input type="checkbox"/>	<input style="width: 80px;" type="text"/>	<input style="width: 50px;" type="text"/>

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Outcome:	Headmaster's response (copy attached)	<input type="text"/>	<input type="text"/>	<input type="text"/>
	Complainants informed in writing (record date and initial)	<input type="text"/>	<input type="text"/>	<input type="text"/>
	Date of letter written to complainant giving reason for decision (copy attached)	<input type="text"/>	<input type="text"/>	<input type="text"/>
Complaint Resolved with 28 days of initial complaint if lodged during term time and as soon as practicable during holiday periods.		Yes	No	
Complaint taken to <b>Stage 3- Panel Hearing</b>		Yes	No	

DATE REVIEWED BY MGG  DATE REVIEWED BY GOVERNOR  NAME OF GOVERNOR

**Stage 3 - Panel Hearing**

The Panel shall consist of at least three persons, one of whom shall be independent of the management and running of the school (Mr B Owen). Each of the Panel members shall be appointed by the Governors. The three panel members will not be directly involved in the matters detailed in the complaint.

	Please tick	Date	Initial
Date complaint received by Chair of Governors	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>
Date acknowledgement sent by Chair of Governors	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>
Complaint referred to person appointed by Governors to call hearings of the Complaints Panel (record date)	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>

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Complaint acknowledged by Convenor on behalf of Complaints Panel (record date)

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Hearing scheduled as soon as practicable within 25 days of complaint lodged with Panel during term time and as soon as practicable during holiday periods. (record date)

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Arrangements for panel hearing sent to complainant (record date and copy)

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Further particulars of complaint or related matters requested by Panel to be supplied in advance of hearing (record date)

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Particulars received (record date)

--	--	--

Copies supplied of such particulars supplied to all parties not later than 10 days prior to hearing (record date)

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Panel's recommendations completed within 15 days of Hearing (record date)

--	--	--

Panel's findings and, if any, recommendations sent in writing to complainant (record date)

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Where relevant, Panels' findings, and if any, recommendations sent to person complained about (record date)

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The Panels decision available for inspection on the school premises by the Governors and Head Teacher (record date)

DATE REVIEWED BY MGG  DATE REVIEWED BY GOVERNOR  NAME OF GOVERNOR

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	Please tick	Date	Initial
Date complaint received by Chair of Governors	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>
Date acknowledgement sent by Chair of Governors	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>
Complaint referred to person appointed by Governors to call hearings of the Complaints Panel (record date)	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>
Complaint acknowledged by Convenor on behalf of Complaints Panel (record date)	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>
Hearing scheduled as soon as practicable within 25 days of complaint lodged with Panel during term time and as soon as practicable during holiday periods. (record date)	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>
Arrangements for panel hearing sent to complainant (record date and copy)	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>
Further particulars of complaint or related matters requested by Panel to be supplied in advance of hearing (record date)	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>
Particulars received (record date)	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>
Copies supplied of such particulars supplied to all parties not later than 10 days prior to hearing (record date)	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>
Panel's recommendations completed within 15 days of Hearing (record date)	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>

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Panel's findings and, if any, recommendations sent in writing to complainant (record date)

Where relevant, Panels' findings, and if any, recommendations sent to person complained about (record date)

The Panels decision available for inspection on the school premises by the Governors and Head Teacher (record date)

DATE REVIEWED BY MGG

DATE REVIEWED BY GOVERNOR

NAME OF  
GOVERNOR