

KINGSMEAD SCHOOL HOYLAKE TRUST LIMITED
Including Boarding and Early Years Foundation Stage

Pupils' Complaints Procedure

It is the aim of Kingsmead School that all of its pupils should have good relationships with each other and with others in the community, including adults. This is in keeping with the school's Christian ethos and its desire to operate in the context of a family atmosphere. But there will inevitably be times when pupils wish to make a complaint, either because of something improper which has happened to them or because they think they have been unfairly treated. This paper describes the proper procedure for making complaints and looks at the consequences which may result after a complaint has been made. Pupils are reminded they may always take a friend or other supporter with them when they wish to discuss a complaint. Prefects or other pupils can often be helpful in this regard. Complaints may be made on behalf of another person (e.g. when a pupil sees another pupil suffering and that pupil is unable or unwilling to complain themselves)

Complaints about another pupil

- If a pupil wishes to make a formal complaint about another pupil he/she should speak to a teacher, his/her form tutor, the Senior Master or the Headmaster.
- It is hoped that most complaints and concerns will be resolved quickly and amicably and within 2 days of the complaint being made. In the event that a complaint is difficult to resolve quickly then the Headmaster shall become involved.
- The Headmaster will be informed of all formal complaints at the time that they are made.
- Formal complaints will be recorded in writing as will the resolution of the complaint.
- Pupils who make a complaint have the right to confidentiality and the means of resolving the complaint will be discussed and agreed with the pupil in advance of action being taken.

Complaints about a member of staff

- If a pupil wishes to make a formal complaint about a member of staff he/she should speak to the Headmaster (or Senior Master in the Head's absence). Alternatively, he/she should speak to any teacher or adult who will refer the matter immediately to the Headmaster who will then interview the pupil within 24 hours. The Headmaster shall decide whether the complaint constitutes a formal complaint and whether to initiate the complaints procedure. If that course of action is not practicable, or if it has been tried without success, then the pupil may speak to one or more of the following people:
 - the Headmaster.
 - the school's independent listener, (currently Mrs Cate Warbrick - 07786 394436) at the same time pupils will and should, contact their parents. In cases where a complaint is serious and unresolved, parents may contact the school and ask for a meeting with the Headmaster or other suitable member of staff. It is important for parents to follow proper procedures. See Complaints Procedure.

KINGSMEAD SCHOOL HOYLAKE TRUST LIMITED
Including Boarding and Early Years Foundation Stage

- The pupil has the right to confidentiality, but if such confidentiality shall hamper any investigation of the complaint the pupil shall be informed of this and given the choice of whether or not to have the matter investigated further.
- Subject to the above, the Headmaster will make a written record of the complaint which he will then investigate. If necessary, he will involve senior members of staff in this investigation. The investigation will involve an interview with the member of staff against whom the complaint has been made within 48 hours of the complaint being made. The Headmaster will decide what action is to be taken as a result of the complaint. The pupil concerned will be informed. A written record of the full investigation will be made.
- The Parents of the pupil who has made the complaint should be notified that a formal complaint has been made immediately and should be kept informed of the investigation.
- If the complaint shall warrant it the Designated Safeguarding Lead (DSL) will become involved in which case the Chairman of the Governors shall be informed.
- Staff employment rights must be observed at all times.

Complaints about the Headmaster

- If a pupil wishes to make a formal complaint about the Headmaster he/she should speak to the Senior Master (or Form Tutor, in the Senior Master's absence who will inform the Senior Master at the first opportunity). Alternatively, he/she should speak to any teacher who will refer the matter immediately to the Senior Master. The Senior Master shall decide whether the complaint constitutes a formal complaint and whether to initiate the complaints procedure.
- The pupil has the right to confidentiality, but if such confidentiality shall hamper any investigation of the complaint the pupil shall be informed of this and given the choice of whether or not to have the matter investigated further.
- Subject to the above, the Senior Master will make a written record of the complaint and inform the Headmaster and the Chairman of the Governors that a formal complaint has been made and the nature of it. The Chairman of the Governors will then discuss the complaint with the Headmaster within 48 hours of the complaint being recorded by the Senior Master and investigate the complaint further with the help of the Senior Master and other senior members of staff as required. Written records of the investigation will be made. The Chairman of the Governors shall decide what action is to be taken as a result of the complaint.
- If the complaint shall warrant it the Designated Safeguarding Lead (DSL) shall become involved.

KINGSMEAD SCHOOL HOYLAKES TRUST LIMITED
Including Boarding and Early Years Foundation Stage

- The Parents of the pupil who has made the complaint should be notified immediately that a formal complaint has been made and should be kept informed of the investigation.
- The Headmaster's employment rights must be observed at all times.

School Assurances for Pupils and Parents

Parents can be assured that 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.

Parents can contact ISI regarding any complaints concerning welfare as follows:

Independent Schools Inspectorate
Ground Floor
CAP House
9-11 Long Lane
London EC1A 9HA
Tel 020 7600 0100
Email: concerns@isi.net

Parents can contact Ofsted with regard to EYFS concerns as follows:

Ofsted
Piccadilly Gate
Store Street
Manchester
M1 2WD
Tel 0300 123 4234
Email: enquiries@ofsted.gov.uk

A written record is kept of serious complaints and their outcomes for regular review by the Headmaster, senior members of staff and the Governors. Complaints are resolved either to the complainant's satisfaction, or with an otherwise appropriate outcome which balances the rights and duties of pupils. Pupils will not be penalized for making a complaint in good faith.

Compiled	Autumn 2011	T Evans
Reviewed	Autumn 2011/November 2012	M G Gibbons
Approved	30/10/11 and 13/11/12	T Turvey (Governor)
Revised	Autumn 2011	M G Gibbons
Circulated	Autumn 2011	School Website

P/school-policies//staff/EYFS/access for isi