



Parental Complaints Procedure - Preparatory School

Introduction

If parents have cause for concern or complaint about an aspect of their child's education (academic or pastoral) at Kimbolton School, they should raise the matter with the School as soon as possible. Kimbolton School prides itself on its strong pastoral system which is proactively geared to resolving concerns before they escalate into less soluble 'problems'. However, from time-to-time situations may occur in which parents (or those with parental responsibility) feel the need for redress. On such rare occasions, the following procedure should be followed.

Stage 1

Informal Resolution

- It is hoped that most concerns will be resolved quickly and informally.
- If parents have a concern, they should normally contact their son/daughter's Form Teacher. In many cases, the matter will be resolved immediately by this means to the parents' satisfaction. If the Form Teacher cannot resolve the matter alone, it may be necessary for him/her to consult the Senior Deputy Head/Head of Lower Prep. The Senior Deputy Head/Head of Lower Prep will liaise as necessary with the individual Form Teacher or the Headmaster of the Preparatory School as appropriate.
- Concerns made directly to the Senior Deputy Head or Head of Lower Prep will usually be referred to the relevant Form Teacher unless the Senior Deputy Head/Head of Lower Prep deems it appropriate for him/her to deal with the matter personally.
- The Form Teacher will make a written record of all concerns and the date on which they were received. Should the matter not be resolved within 72 hours (during term time) or in the event that the Form Teacher and the parent fail to reach a satisfactory resolution, then parents will be advised to proceed with their concern in accordance with Stage 2 of this Procedure. (It should be noted that during holiday periods, concerns will be dealt with as and when possible, given likely staff absences).

Stage 2

- Parents may of course approach the Headmaster of the Preparatory School direct with their concerns on an informal basis or, should they prefer, in writing or by appointment.
- The Headmaster of the Preparatory School will contact parents directly with details of timings as to when to meet and discuss the matter.

Stage 3A

Formal Resolution

- If the concern cannot be resolved with the Headmaster of the Preparatory School, then the parents should put their concern in writing to the Headmaster of Kimbolton School. The Headmaster of Kimbolton School will decide, after consideration, the appropriate course of action to take.
- In most cases, the Headmaster of Kimbolton School will speak to the parents involved normally within three days (during term time) of receiving the concern, to discuss the matter. If possible, a resolution will be reached at this stage.
- It may be necessary for the Headmaster of Kimbolton School to carry out further investigations.
- The Headmaster of Kimbolton School will keep written records of all meetings and interviews held in relation to the concern.
- Once the Headmaster of Kimbolton School is satisfied that, so far as is practicable, all of the relevant facts have been established, a decision will be made and parents will be informed of this decision in writing. The Headmaster will also give reasons for his decision. A record will be kept of all actions taken and the SLT will consider implications and possible remedial action to prevent future occurrences.
- If parents are still not satisfied with the decision, they should proceed to Stage 3B of this Procedure.

Stage 3B

Panel Hearing

- Where a parent is not satisfied with the response to the complaint made, provision will be made for a hearing before a Panel appointed by or on behalf of the Chairman of Governors (or, in his absence, the Vice-Chairman of Governors) and consisting of at least three people who were not directly involved in the matters detailed in the complaint. This will be called as soon as possible and within at least 7 days (during term time). The School will ensure that, where there is a panel hearing of a complaint, one panel member is independent of the management and running of the School.
- The parent(s) may attend and be accompanied at a panel hearing if they wish.
- The School will make provision for the panel to make findings and recommendations and stipulates that a copy of those findings and recommendations is (i) provided to the complainant and, where relevant, the person complained about and (ii) available for inspection on the school premises by the Chairman of Governors and the Headmaster.
- The School will keep a written record of all complaints, and of whether they are resolved at the preliminary stage or proceed to a panel hearing.
- The School will provide that correspondence, statements and records relating to individual complaints are to 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.

EYFS

Written complaints about the fulfilment of the EYFS requirements will be investigated and the complainant notified of the outcome of the investigation within 28 days. The record of complaints will be made available to Ofsted and ISI on request.

Parents may, if they feel it necessary, contact Ofsted to discuss a potential complaint directly. This can be done by linking to their website at www.ofsted.gov.uk or by telephoning **08456 404045**.

There has been one formal complaint in the preceding school year.

Reviewed: September 2018