



Parental Complaints Procedure – Senior 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 complaints will be resolved quickly and informally.
- If parents have a complaint, they should normally contact their son/daughter's tutor. In many cases, the matter will be resolved immediately by this means to the parents' satisfaction. If the tutor cannot resolve the matter alone, it may be necessary for him/her to consult the Housemaster/mistress (Hm), Deputy Head (Academic) or Senior Deputy Head. The tutor/Hm/Deputy Head (Academic) will liaise as necessary with individual academic subject staff or the Head of Department as appropriate.
- Complaints made directly to a Hm, the Deputy Head (Academic) or Senior Deputy Head will usually be referred to the relevant tutor unless the Hm/Deputy Head (Academic) or Senior Deputy Head deems it appropriate for him/her to deal with the matter personally.
- The tutor will make a written record of all Complaints and the date on which they were received. Should the matter not be resolved within 72 hours Monday-Friday (during term time) or in the event that the tutor and the 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. (It should be noted that during holiday periods, complaints will be dealt with as and when possible, given likely staff absences).

Stage 2

Formal Resolution

- If the complaint cannot be resolved on an informal basis, then the parents should put their concern in writing to the Headmaster. The Headmaster will decide, after consideration, the appropriate course of action to take.
- In most cases, the Headmaster, or Senior Deputy Head, will speak to the parents involved normally within 72 hours, Monday-Friday (during term time) of receiving the complaint, to discuss the matter. If possible, a resolution will be reached at this stage.
- It may be necessary for the Headmaster to carry out further investigations.

- The Headmaster will keep written records of all meetings and interviews held in relation to the complaint.
- 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 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 3 of this Procedure.

Stage 3

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.

There have been no formal complaints in the preceding school year.

Reviewed: September 2018