



King's Group

# Complaints Procedure

# **PARENT COMPLAINTS PROCEDURE**

## **Introduction**

King's College Panama has long prided itself on the quality of the teaching and pastoral care provided to its students. However, if parents do have a complaint, they can expect it to be treated by the school in accordance with this Procedure. Parents can be assured that all concerns and complaints will be treated seriously and confidentially.

## **Documentation and Record-keeping**

A copy of this procedure can be found on the school's website and is available to parents, students and staff. The school will ensure that parents of students and of prospective students who request it are made aware that this document is published or available and the form in which it is published or available.

Correspondence, statements and records relating to individual complaints will be kept confidential except to the extent required by paragraph 6(3) (f) of the Education (Independent Schools Standards) (England) Regulations 2003 (as subsequently amended), by the Secretary of State or where disclosure is required by the ISI under Section 162A of the Education Act 2002 (as amended), or under other legal authority.

The school maintains a record of all parent complaints for at least three years for regular review by senior management and for inspection by inspectors. The record states whether the complaint was resolved at the preliminary stages or proceeded to a panel hearing. In the case of a complaint relating to a child in the EYFS the record will state the action taken as a result of the complaint.

The school will provide ISI / PENTA, on request, with a written record of all complaints made during any specified period and the action taken as a result of each complaint.

## **Complaints by EYFS Parents**

Parents of children in the EYFS (Early Years Foundation Stage) may complain to the Independent Schools Inspectorate:

Independent Schools Inspectorate, CAP House, 9-12 Long Lane, London EC1A 9HA (telephone 020 76000 100).

The school must investigate a written complaint relating to its fulfilment of the EYFS requirements and notify complainants of the outcome of the investigation within 28 days of having received the complaint.

The time limits specified in Part B of the Procedure (below) shall be adapted by the school in relation to such a complaint in order to comply with this requirement.

## **THE PROCEDURE**

### **PART A - INFORMAL RESOLUTION**

It is hoped that most complaints and concerns will be resolved quickly (within 14 days) and informally.

If a parent of any student has a complaint they (“the complainant”) should follow the procedures below:

- The first instance contact should always be made with the student’s Class Teacher (Primary) or Form Tutor / subject teacher (Secondary) unless it is a serious complaint or safeguarding issue.
- If unresolved, the complaint then proceeds to the respective Assistant Head of Teaching, Learning and Pastoral (Primary), Assistant Head of Curriculum and Assessment (Primary) or the Assistant Head of Secondary
- If still unresolved the complaint is taken to the Head of Primary or Head of Secondary

The Class Teacher, Form Tutor, Subject Leader, Assistant Head, Head of Primary / Secondary or Head teacher (as applicable) will make a written record of all concerns and complaints and the date on which they were received. If the matter is not resolved to the complainant’s satisfaction, they will be advised to proceed with their complaint in accordance with Part B of this procedure.

### **PART B – FORMAL RESOLUTION**

#### **Stage 1: A letter to the Headteacher**

- (a) If the matter is not resolved to the complainant’s satisfaction by the informal process, the complainant may invoke the formal part of this Complaints Procedure. They should do this by writing to the Headteacher giving details of their complaint and the outcome they are seeking.
- (b) The Headteacher will then either take the case forward himself or appoint a senior colleague who has had no prior involvement in the matter to do so.
- (c) The Headteacher or (where applicable) the senior colleague appointed by the Headteacher will offer to meet with the complainant to discuss the matter, normally within seven working days.
- (d) The complainant will be given an estimate of the time that is likely to be required to complete any necessary investigation.
- (e) Written notes will be kept of all material meetings and interviews held in relation to the complaint.

(f) The complainant will be notified in writing of the decision reached at Stage 1.

***Note: If the Headteacher handles the matter at Stage 1 (rather than appointing a senior colleague to do so and the complainant is not satisfied with the Headteacher's decision in respect of their complaint, the complainant should then go straight to Stage 3 of this Procedure.***

### **Stage 2 – Appeal to the Headteacher**

(a) If the Headteacher appoints a senior colleague to investigate the complaint at Stage 1 and the complainant is not satisfied with that person's decision in respect of their complaint, the complainant should appeal to the Headteacher in writing within five working days after receiving the decision.

(b) The Headteacher will offer to meet with the complainant to discuss the matter, normally within seven working days.

(c) Once the Headteacher is satisfied that all the relevant facts have been established, he / she will inform the complainant of his / her decision in writing, normally within five working days of meeting with the complainant. The Headteacher will give reasons for his / her decision.

### **Stage 3 - Appeal to the Complaints Panel**

(a) If the complainant is not satisfied with the Headteacher's decision, they should send written notice of their complaint to the Chief Executive Officer (CEO) of King's Group, at Avenida Pio XII 92, 28036 Madrid or via email [elena.benito@kingsgroup.org](mailto:elena.benito@kingsgroup.org) within five working days after receiving the Headteacher's decision. When doing so, the complainant should: (i) give reasonable particulars of their complaint; and (ii) specify the outcome they are seeking.

(b) The matter will then be referred to a Complaints Panel for consideration. The CEO will schedule a hearing to take place as soon as reasonably practicable (via SKYPE if necessary) and normally within 15 working days of the receipt of the complaint.

(c) Where a complaint that reaches Stage 3 is brought by one parent only, the school will (save in exceptional circumstances) keep informed and invite to attend the Panel hearing any other adult who entered into the contract with the College for the education of the relevant student. The school also reserves the right to keep informed and invite to attend the Panel hearing any other adult whom the College believes to have parental responsibility for the relevant student.

(d) The Panel will consist of at least three persons who have not been directly involved in the matters detailed in the complaint. At least one member of the Panel shall be independent of the management and running of the school. Each of the Panel members shall be appointed by the CEO of King's Group, who shall also nominate one member of the Panel to chair the Panel.

(e) In the case of a complaint regarding a student's suspension or exclusion, the Headteacher shall have complete discretion as to whether to implement the suspension or exclusion of the student pending the Panel's decision.

- (f) Within 3 working days after notifying their complaint to the CEO in accordance with paragraph (a) above, the complainant shall send the CEO copies of all documentation on which they intend to rely at the hearing.
- (g) The complainant shall produce (within five working days of the CEO's) any such further information and documentation that the CEO reasonably considers the Panel may require in order to make an informed decision about the complaint.
- (h) At least 3 working days before the hearing, the Headteacher shall submit to the Panel a written statement setting out his views in relation to the complaint. The CEO shall give a copy of the Headteacher's statement to the complainant.
- (i) The Panel may conduct or request that the CEO conducts such interviews before the hearing as the Panel sees fit.
- (j) The complainant shall (on request) be provided with a copy of their child's school file.
- (k) If the Chairman of the Panel shall so decide, the hearing may take place at a location outside the school.
- (l) The complainant may be accompanied at the hearing by one other person who is over the age of 18 and not a student at the College. This may be a relative, teacher or friend. It will not normally be appropriate for the complainant to be legally represented at the hearing and legal representation requires the prior approval of the Chairman of the Panel.
- (m) If possible, the Panel will resolve the complaint immediately without the need for further investigation. Where further investigation is required, the Panel will decide how it should be carried out.
- (n) If the Chairman of the Panel shall so decide, the hearing may be recorded by a recording device or transcribed by a stenographer.
- (o) If the Chairman of the Panel reasonably believes that the Panel should hear evidence from an individual in private (i.e. in the absence of the person bringing the complaint or any third party), he/she may so decide. In those circumstances, the complainant will be given reasons for that decision. The complainant will be given a summary of the individual's relevant evidence after the event if the Chairman believes the evidence to be relevant to the complaint. The Panel may withhold the identity of a student who gives evidence in private to the Panel.
- (p) The Panel may make decisions by majority vote.
- (q) The Panel's findings and recommendations in relation to the complaint shall be documented in the form of a report.
- (r) Within five working days after the hearing, the CEO will send the complainant and the Headteacher a copy of the Panel's draft report. If the Panel's decision was reached by majority vote and there was a dissenting minority, the dissenting views shall be briefly summarised in the report.

(s) If the complainant believes that the report is not factually accurate, the complainant shall inform the CEO in writing within five working days thereafter, giving details of the alleged inaccuracies. If the Headteacher believes that the report is not factually accurate, he shall likewise inform the Clerk in writing within five working days thereafter, giving details of the alleged inaccuracies.

(t) The Panel shall then finalise its report. A copy of the Panel’s report will be: (i) sent by electronic mail or otherwise given to the complainant and, where relevant, the person complained about; and (ii) available for inspection on school premises by the Governors and the Headteacher.

(u) Subject to the rules set out in this document, the Panel may regulate their proceedings as they see fit.

(v) For the purposes of this procedure “working day” means a day which is not a Saturday, a Sunday or a bank holiday in Spain.

**The Education (Independent School Standards) Regulations 2014. The Schedule. Part 6. Paragraph 32(3)(f):** Number of complaints registered under the formal procedure during the preceding school year (i.e. 2015-16) - 0

<b>Created and Reviewed by:</b> Gary Mallon & Simon Nixon, May 2019	<b>Policy Category:</b> <b>Health and Safety</b>
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