Date of last review: Nov 2025

COMPLAINTS POLICY

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1. Introduction

'If your brother sins against you go and show him his fault, just between the two of you. If he listens to you, you have won your brother over.' Matt 18:15

For this policy, the term 'parents' is used to describe parents and authorised carers. Kingdom Christian School operates as a partnership with parents. Its ongoing success depends upon good, open communication between parents and the school. Documents such as newsletters, reports and policies are intended to assist the transparency of the process. The extensive involvement of parents in the day-to-day life of the school further aids the communication process.

The school will take all concerns and complaints seriously and we would want to resolve these personally and effectively, hoping for a positive resolution for all concerned. We will strive to ensure that concerns are dealt with expediently and comprehensively. We would therefore ask that any concern is submitted to the school within 90 days of occurrence.

The school recognises the need to thoroughly investigate any complaint it receives, and the following process is designed to help resolve any issues raised and address parents' concerns.

2. Resolving Complaints

At each stage in the procedure, we would want to resolve the concern. We would hope that in taking concerns seriously from the outset these can be resolved as soon as possible. If appropriate, we will acknowledge that the complaint is upheld in whole or in part. In addition, we may offer one or more of the following:

- an explanation
- an admission that the situation could have been handled differently or better
- an assurance that we will try to ensure the event complained of will not recur
- an explanation of the steps that have been or will be taken to help ensure that it will not happen again and an indication of the timescales within which any changes will be made
- an undertaking to review school policies in light of the complaint
- an apology

Once a formal complaint is received in writing by the Chair of Governors through the school office, written records must be kept and all the relevant outcomes, whether they are resolved at the preliminary stage or whether they proceed to a panel hearing.

Written complaints about the fulfilment of the EYFS requirements must be investigated and the complainant notified of the outcome of the investigation within 28 days.

Independent Schools Inspectorate (ISI) may be contacted by parents and carers if they believe Kingdom Christian School is not meeting the EYFS requirements. Contact details can be found in the early year foyer.

3. Complaints Process

In the case of a concern, the following process should be followed:

Stage 1 – Informal

It is hoped that concerns can be resolved quickly on an informal basis before they become a formal complaint. In the event of a concern, the parents/complainant should in most circumstances contact the member of staff immediately responsible for or connected to the incident. If the complainant has difficulty discussing a concern directly with the member of staff concerned, the headteacher(s) will refer them to another appropriate staff member. It is hoped that most concerns can be resolved on the spot. This may include offering a clear explanation; in some cases, accepting that a situation could have been handled better; in other cases, an apology may be appropriate. This may involve further discussion with, or input from the relevant headteacher/deputy head.

This informal process should reach a satisfactory resolution within six school days.

Stage 2 – Formal, in writing through the school office
Failing a satisfactory solution at stage 1, the matter should be addressed in writing as a formal complaint to the headteacher(s) within 15 school days.

If the complaint relates to the headteacher(s) then the complaint should be addressed to the Chair of Governors, c/o the School Office, who will follow the steps below in place of the headteacher(s).

If the complaint relates to one or more Governors, the complaint should be addressed to the Chair of Trustees, c/o the School Office. The **Formal Complaint Form** (see appendix) may be used for this purpose.

Step 1 - The headteacher(s) will confirm receipt of the complaint within three school days. They will consider complaints made outside of term time to have been received on the first school day after the holiday period. The headteacher(s) may seek clarification regarding the complaint and the desired outcome the complainant is seeking. The headteacher(s) will consider whether a meeting is an appropriate way to obtain further information or clarification.

Step 2 - As part of the investigation, the headteacher(s) may need to interview those involved and may also need to interview witnesses. He/she will keep a written record of any meetings/interviews in relation to their investigation.

Step 3 - The headteacher(s) will provide a formal written response to the complainant within ten school days of the receipt of the complaint. Should further time be required, the headteacher(s) will notify the parent/ complainant in writing and provide an updated date. The response will detail any actions taken to investigate the complaint and provide a full explanation of the decision taken and the reason(s) for it. Where appropriate, it will include details of actions taken by the school to resolve the complaint.

Please note – in certain circumstances, the headteacher(s) may delegate the investigation to a senior member of the school team (governing body and trustee leaders included), however, any final decision rests with the headteacher(s).

Stage 3 - Panel Hearing
If a complainant is dissatisfied with the outcome of stage 2, and wishes the matter to be considered further, this should be put in writing to the Chair of Governors within 15 school days. In this instance, an independent panel is to meet to consider the complaint. The Chair of Governors is to respond to this request as a matter of urgency within two working days during school term

time. The panel is to convene initially within 20 school days of the formal written complaint being received.

The panel will comprise: -

- A representative or representatives of the School Governors (not a Staff Governor)
- A trustee of the school
- A senior member of staff from an independent school within the UK

The panel must contain at least three people who were not directly involved in the matters detailed in the complaint and must also contain one panel member who is independent from the management and running of the school.

All meetings of the panel are to be brought to the attention of:

- The complainant
- The Governing Body
- The Headteacher(s)
- The staff members directly affected by the complaint

All of whom are to have at least 5 school days' notice of the panel hearing and will have the opportunity to submit written representations to the panel.

The panel should aim to provide a report within two weeks of the initial meeting.

The complainant is allowed to attend the panel and to be accompanied, if they wish, by someone who is not a legal representative.

While the essence of the meeting is confidential, panel hearings are to be conducted in such a way, that information presented to the panel is available to all parties concerned, including the complainant. Any findings and/or recommendations of the panel are to be presented in writing. Copies must be given to all directly affected parties, including Chair of Governors, the Headteacher(s), staff directly involved and the complainant. The decision of the panel is final.

4. When Responses Stop

We will take every reasonable step to address the complainant's concerns as we seek to bring peace and resolution to each situation. We will ensure we have given the complainant a clear statement on our decision and their options. If, however, a complainant contacts us repeatedly, raising the same complaint and providing no significant new information, the matter will not be further investigated, and we may take the decision to cease responding to the specific complaint.

In the following circumstances, the Chair of Governors will inform the complainant in writing that the procedure has been exhausted and that the matter is now closed.

- Any communication, including, but not limited to, letters, emails or telephone calls that are abusive or aggressive in nature
- If complainants make insulting personal comments about or threats towards staff
- If we have reason to believe the complainant is contacting us with the sole intention of causing disruption or inconvenience.

5. Record of Complaints

Records of complaints, all correspondence and statements must be kept confidential but must be shown to inspectors when the school is inspected.

A record of concerns regarding our EYFS provision is kept within SchoolBase. The record of complaints is made available to ISI on request.

The number of complaints received by the school is recorded in the table below:

2018	2019	2020	2021	2022	2023	2024	2025
0	0	0	0	0	0	1	0

6. Anonymous Complaints

We will not normally investigate anonymous complaints. However, the headteacher(s) or Chair of Governors, if appropriate, will determine whether the complaint warrants an investigation.

7. Department for Education

The DfE cannot investigate individual complaints about private schools so a complainant must go through the school's complaints procedure first.

However, the DfE has certain powers as a regulator, where the school is not meeting standards set by DfE for:

- Education
- pupil welfare and health and safety
- school premises
- staff suitability
- making information available to parents

The DfE consider any reports of a major failure to meet the standards. It can arrange an emergency inspection to look at pupil welfare and health and safety, and make sure serious failings are dealt with.

For minor complaints, the DfE can ask the school inspectorates to take these into account when the school is next inspected.

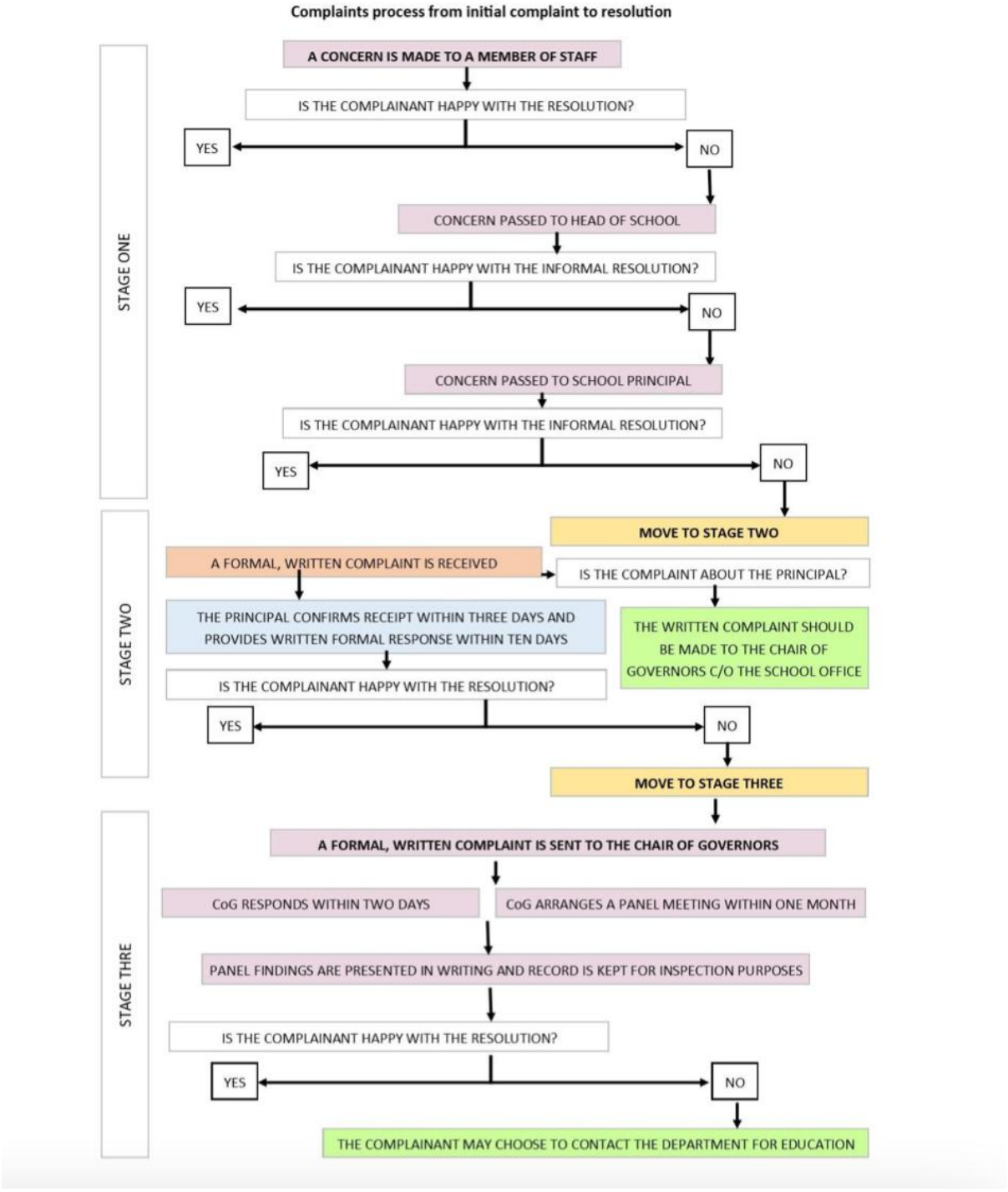
If a complainant is unhappy with the procedures or outcomes and wishes to inform inspectors of ISI or the DfE, they are welcome to do so.

ISI can be contacted by telephone on 0207 6000100 or by email at concerns@isi.net The Department of Education can be contacted on 03700 000 2288 or by email at www.education.gov.uk/contactus

Version Control Table

Version	Date	Changes	Approval
1	2026	Re-branded to KCS and updated references in text. Reordering of clauses for clarity. Formatting.	SO
1.1	Nov-26	Added table to section 5	SO

Appendix 1 – Concerns and Complaints Flowchart



For reference the term 'Principal' refers to headteacher(s)

Appendix 2 – Formal Complaint Form

Formal Complaint Form

Please complete and return to the Principal / Chair of Governors who will acknowledge receipt and explain what action will be taken.

Your name:
Pupil's name (if relevant):
Your relationship to the pupil (if relevant):
Address: **Postcode:** **Day time telephone number:** **Evening telephone number:**
Please give details of your complaint, including whether you have spoken to anybody at the school about it.
What actions do you feel might resolve the problem at this stage?

Are you attaching any paperwork? If so, please give details.
Signature: **Date:**
Official use
Date acknowledgement sent:
By who:
Complaint referred to:
Date: