

### **Statement of Intent**

Kairos values the quality of the teaching and pastoral care provided to its pupils highly. However, if parents do have a complaint, they can expect it to be treated by the school in accordance with this Procedure. A complaint is any matter about which a parent is unhappy and seeks action by the school. A parent is the parent of a current registered pupil. This Procedure does apply to past pupils if the complaint is initially raised when the pupil is still registered.

### **Procedure Introduction**

Should a parent have a complaint, the procedure below outlines the course of action that should be taken and the anticipated response of the school. The aim of this procedure is to ensure that parents know that there is a clear process for managing a complaint, involving clear timescales, appropriate responses/actions and record keeping. The process involves 3 potential stages – informal, formal and panel.

In all cases of a complaint received by a member of staff, that staff member should inform the Co-Heads (Candida Wigan and Ines de la Mata) of the details (parties involved, date of complaint, any action taken and any resolution) in order that the Co-Heads may be able to monitor the situation, assist, look for patterns or repetition and keep an informal central record.

### **Stage 1: Informal concern/complaint**

The parent should, in the first instance, approach the person most closely concerned with the issue, for example, the class teacher, and/or the school office to discuss their complaint. This can be done in person, by telephone or by emailing the school office. It may be that the matter is able to be resolved efficiently with this direct contact.

A written record will be made of all complaints and the date on which they were received. A resolution date will be logged. Should the matter not be resolved within 10 school days or in the event that the member of staff and the parent fail to reach a satisfactory resolution, parents will then be advised to proceed with their complaint in accordance with Stage 2 of this Procedure.

### **Stage 2: Formal written complaint**

If the complaint cannot be resolved on an informal basis, then the parents should put their complaint in writing to the Co-Heads. The Complaints Form should be used. It can be found as the Appendix to this policy. If emailed it should be sent to [Office@kairosmontessori.com](mailto:Office@kairosmontessori.com).

In most cases, the Co-Heads will speak to the parents concerned, normally within 5 school days of receiving the complaint, to discuss the matter. If possible, a resolution will be reached at this stage.

It may be necessary for the Co-Heads to carry out further investigations. The Co-Heads will keep written records of all meetings and interviews held in relation to the complaint.

Once the Co-Heads are satisfied that, so far as is practicable, all of the relevant facts have been established, and within 15 school days from the receipt of the complaint, a decision will be made and parents will be informed of this decision in writing. The Co-Heads will also give reasons for the decision.

If the complaint is against one or both of the Co-Head(s), the Chair of Governors needs to be contacted on [chairofgovernors@kairosmontessori.com](mailto:chairofgovernors@kairosmontessori.com). The Chair will call for a full report from the Head and for all the relevant documents. The Chair may also call for a briefing from members of staff and will, in most cases, speak to or meet with the parents to discuss the matter further. Once the Chair is satisfied that, so far as is practicable, all of the relevant facts have been established, and within 15 school days from the receipt of the complaint, a decision will be made and the parents will be informed in writing and the reasons for the decision given. The Chair may seek advice from the Governing Body.

If parents are still not satisfied with the decision, they should proceed to Stage 3 of this Procedure.

### **Stage 3: Formal panel hearing**

Should Stage 2 not achieve a satisfactory outcome within the timescales established, parents may request an independent panel to be established to deal with the complaint. This request must be made within 1 month of the decision under Stage 2 and must be made to the School Office on [office@kairosmontessori.com](mailto:office@kairosmontessori.com).

The Office, on behalf of the Panel, will then acknowledge the complaint and the panel will be convened as soon as reasonably practicable, but the Panel will not normally sit during half terms or school holidays.

The panel should consist of at least 3 people who were not directly involved in Stage 2 of the complaint process, including a person who is independent of the management and running of the school.

Filipa Villas Boas is the independent person on the complaints panel. She is the Managing Director of APECEF – Association for Education, Culture and Training – where she helped to found Colégio de S. Tomás in Lisbon. The Association is currently responsible for two campuses of Colégio de S. Tomás in Lisbon and the management of Colégio de S. José – Ramalhão, with over 2,000 students aged 3 to 18. Filipa previously worked for 12 years at Colgate Palmolive. She

was the Marketing Major Cum Laude student in the 1996 MBA Class of George Washington University.

If the Panel deems it necessary, it may require that further particulars of the complaint or any related matter be supplied in advance of the hearing. Copies of such particulars shall be supplied to all parties not later than three days prior to the hearing.

The parents may be accompanied to the hearing by one other person. This may be a relative, teacher or friend. Legal representation will not normally be appropriate, but if parents do intend to be accompanied by legal representation, the school should be notified in writing to [chairofgovernors@kairosmontessori.com](mailto:chairofgovernors@kairosmontessori.com) at least 3 school days in advance.

If possible, the Panel will resolve the parents' complaint immediately without the need for further investigation. Where further investigation is required, the Panel will decide how it should be carried out. After due consideration of all facts considered relevant, the Panel will reach a decision and may make recommendations, which it shall complete within 15 school days of the Hearing. A resolution date will be logged. The Panel will write to the parents informing them of its decision, of the reasons for the decision as well as the actions taken. The decision of the Panel will be final. The Panel's findings and, if any, recommendations will be sent in writing to the parents, the Co-Heads, the Chair and, where relevant, the person complained of.

A copy of the findings and recommendations will be available for inspection by the Co-Heads and Governing Body.

### **Record Keeping**

Parents can be assured that all concerns and complaints will be treated seriously and confidentially.

For Stage 1, the Co-Heads will keep an informal record of the details. For Stage 2, the Co-Heads will be responsible for keeping accurate records of correspondence, documents and statements related to the case (including actions and outcomes) to be retained for a minimum of 3 years. For Stage 3, the Office will be responsible for keeping accurate records of correspondence, documents and statements related to the case (including actions and outcomes). All records are to be kept in accordance with the retention and deletion Schedule in the Data Protection Policy. Currently records are to be kept for a minimum of 6 years from the date of resolution.



## COMPLAINT FORM

Appendix

Name of complainant:

Date of complaint:

Nature of complaint:

Name(s) of other person(s) involved:

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:

Complaint referred to:

Date:

Actions taken:

Date:

