KET Compliments, Comments and Complaints Policy

2025-26

Approved by:		**Date:**
Last reviewed on:	15/01/25	
Next review due by:	31/10/26	

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This policy covers compliments, complaints and concerns of a general nature raised by parents.

At The Key Educational Trust we are committed to providing a high quality service for all pupils. The Key Educational Trust comprises of Christ Church Academy, Christ Church First School, Oulton First School, St. Mary's CE Primary School and St. Peter's CE Primary School.

We would like to hear from parents if:

- they are pleased with the service we provide and would like to compliment the staff and pupils;
- they have any suggestions about how we can improve the quality of our provision – at school or Trust level
- they have a complaint or concern. All complaints will be taken seriously and given full and proper consideration. Where things go wrong, we always endeavour to resolve concerns wherever possible without the need for a formal written complaint.

Paying a compliment

When things go well, it is helpful if parents express their approval. Maintenance of high levels of staff commitment, morale and motivation are important in ensuring the provision of the best possible education for all pupils. Parents can express their approval through a telephone call, email, in writing or by speaking personally to staff concerned or the Principal/Headteacher/Head of School or the CEO or the Trust.

Raising a concern – informal stage.

In the first instance parents should raise their concern with the most relevant member of staff. It is anticipated that at this stage the concern would be initiated verbally. If the Principal/Headteacher/Head of School is contacted at this stage it is likely that the concern will be passed to an appropriate member of staff for them to respond. The reason for this is that they have a particular responsibility or are familiar with the circumstances of the concern. Response from an appropriate member of staff would be within ten school working days as a maximum, but ideally the school would wish to expedite possible resolutions as soon as possible.

Most concerns will be successfully resolved at this stage.

Depending on the nature of the concern the member of staff spoken to may refer it to a more senior colleague, who will initiate appropriate action. In all cases it would be anticipated that the member of staff would inform their line manager of the concern and the outcome.

Making a formal complaint

Step 1 – the Principal/Headteacher/Head of School
If the parent/carer is not satisfied that their concern has been resolved informally then they should inform the Principal/Headteacher/Head of School either by telephone, by email or in writing that they wish to make a formal complaint. The Principal/Headteacher/Head of School will then take appropriate action and respond within 10 school days.

Step 2 – the Local Governing Committee
In the unlikely event that the Principal/Headteacher/Head of School cannot resolve the issue to the satisfaction of the parent then a formal complaint can be made, in writing, to the Local Governing Committee. This can be done by writing to the Chair of Governors at the school address. The panel hearing will take place within 10 school days of receipt of the formal complaint. There is a form which parents can choose to fill in for this purpose. (see appendix A)

The Panel will consist of at least three people not directly involved in the matters detailed in the complaint, one of whom will be independent of the management and running of the school. The parent/s may attend the panel hearing and be accompanied if they wish. The panel will make findings and recommendations with a copy of the outcome information being provided to the complainant and, if relevant, the person complained about. The outcome information will be available for inspection on the school premises by the proprietor and the Principal/Head of School/Head Teacher. Written records will be maintained of all complaints including details of how they are resolved, and the action taken by the school as a result of the complaint. Records relating to individual complaints will remain confidential except under certain circumstances including a Secretary of State Request and Ofsted inspection.

You will receive a written response from the governing body within 10 school days.

Step 3 – The Key Educational Trust
If the parent/carer is not satisfied that their complaint has been considered properly and reasonably by the Local Governing Committee then the matter can be raised with The Key Educational Trust. However, it should be noted that The Key Educational Trust will not, unless circumstances are truly exceptional, overturn a decision of the Local Governing Committee. It is important to realise that this is not a general right for any parent who disagrees with the governors' decision.

Step 4 The Role of the Education & Skills Funding Agency.

Should the complainant still remain dissatisfied with the outcome of the complaint after Stage 3, the complainant is able to refer the matter to the Education & Skills Funding Agency, who will consider whether the school followed an appropriate procedure in dealing with the complaint.

Education & Skills Funding Agency
Chief Executive's Office
Cheylesmore House
5 Quinton Road

Coventry CV1 2WT
In your letter please explain:

(a) what your complaint to the governors was;
(b) what response they have made to it;
(c) why you think that the governors have not followed a proper procedure in considering your complaint, and/or;
(d) why you think that their consideration of it was unreasonable.

Notes:

1) This document does not apply where the complaint may lead to disciplinary proceedings against a teacher or child protection procedures. These matters have separate procedures.

2) Whilst it is appreciated that matters may not come to light immediately, the Trust and its schools will be unable to effectively investigate and therefore resolve complaints relating to historical matters.

3) Complainants have a responsibility to act with civility and rationality before, during and after they raise a complaint. The Trust can invoke its Vexatious Complaints Policy in the event that a complainant falls short of these expectations.

4) Although every effort will be made by the School to comply with the time limits specified under each stage of the procedure, it may not always be possible to do so, for example due to the complexity or number of matters raised, or due to the unavailability of the Complainant to attend a meeting, if offered. In all cases, where a time limit cannot be complied with, the School will write to the Complainant within the specified time limit, setting out the reasons why the time limit cannot be complied with, and confirming the new time limit which will apply.

Anonymous Complaint

The School will not investigate anonymous complaints under the procedure in this Complaints Policy. Anonymous complaints will be referred to the Head Teacher who will decide what, if any, action should be taken.

Confidentiality

All correspondence, statements and records relating to individual complaints will be kept confidential except where access is requested by the Secretary of State, a school inspector, or under another legal authority.

Publication

This Complaints Policy has been ratified by the KET Board/Local Governing Committee and will be reviewed annually. It will be published on the School's website and provided to parents and pupils on request to the School office.

Whom should I contact?

This will depend on the situation. Often the class teacher will be able to deal with the matter. More serious issues will require the Principal/Executive Head Teacher/ or

Head of School. There should always be a discussion in the hope of solving difficulties informally.
Appendix A

Complaints and Compliments

Please complete this form this form and return it to the school who will then forward it to the Chair of the Local Governing Committee, who will acknowledge its receipt and inform you of the next stage in the procedure Please continue on a separate sheet if necessary.

Your name ……..

Relationship with school ……
(eg parent of a pupil on the school's roll)

Pupil's name (if relevant to your complaint)…….

Your Address

Daytime telephone number ……..

Evening telephone number ……..

Details of the complaint/compliment (please include the date or period of time to which complaint/compliment relates and confirm whether you have already expressed your concerns informally, and to whom and when).

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Do you have a suggestion for change?

Please attach copies of any more information you have to back up your complaint such as letters or report.

What action, if any, have you already taken to try to resolve your complaint? (ie who have you spoken with or written to and what was the outcome?)

What action do you feel might resolve the problem at this stage?

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……..

Signed: …… Date: ……...

School use :

Date form received :

Received by :

Date acknowledgement sent :

Acknowledgement sent by:

Complaint referred to :

Date :