King David High School

Complaints policy

Approved by:	Headteacher	**Date:**	**May 2025**
Last reviewed on:	November 2024		
Next review due by:	May 2027		

Introduction

The King David High School is committed to providing high-quality education and fostering a positive environment for all students, staff, and stakeholders. We recognise that there may be occasions when concerns and complaints need to be addressed. This policy outlines the procedures for handling complaints to ensure they are dealt with fairly, promptly, and in line with statutory requirements.

Scope

This policy applies to all complaints made against the school, including complaints from parents, pupils, and members of the community. It does not cover complaints that fall under separate statutory procedures, such as admissions, exclusions, and safeguarding matters.

Aims

- To ensure complaints are handled impartially and in a timely manner.
- To provide a clear and accessible procedure for complaints.
- To resolve complaints as quickly and efficiently as possible.
- To improve our services based on feedback received through complaints.

Definitions

- **Concern:** An expression of worry or doubt over an issue considered important, for which reassurances are sought.
- **Complaint:** An expression of dissatisfaction about actions taken or a lack of action.

Complaints Procedure

Stage 1: Informal Resolution

1. **Raising a Concern:** Concerns should be raised with the relevant teacher or staff member in the first instance. Most issues can be resolved informally through discussion.
2. **Informal Meeting:** If necessary, an informal meeting may be arranged to discuss the concern with a senior staff member or the headteacher.

Stage 2: Formal Complaint

1. **Submitting a Formal Complaint:** If the concern is not resolved informally, a formal complaint should be submitted in writing to the headteacher.
2. **Investigation:** The headteacher will acknowledge the complaint within five working days and investigate the issue. The investigation will be thorough and fair, considering all relevant evidence.
3. **Response:** A formal written response will be provided within 20 working days of the complaint being received, outlining the findings and any actions to be taken.

Stage 3: Appeal

1. **Appeal Request:** If the complainant is dissatisfied with the outcome, they may request an appeal to the governing board.
2. **Panel Hearing:** An appeal panel, including at least one independent member, will be convened. The complainant will be invited to present their case.
3. **Outcome:** The panel will provide a written decision within 15 working days of the hearing.

Record Keeping

The school will keep written records of all complaints, including details of the investigation and outcome. These records will be kept confidential, except where disclosure is required by law.

Monitoring and Review

The governing board will monitor the implementation of this policy and review it annually to ensure its effectiveness.

Contact Information

For any questions or to submit a formal complaint, please contact:
The King David High School
Eaton Road
Crumpsall
Manchester M8 5DY
Or Email : Admin@kdhigh.co.uk and mark for attention of Headteacher