KEW COLLEGE PREP

Complaints Policy and Procedure

This policy applies to the whole school including the EYFS

This policy is published on the Kew College Prep website and is also available to parents from the School office upon request.

Definitions or abbreviations used in this policy

EYFS: Early Years Foundation Stage
ISI: Independent Schools Inspectorate
SLT: Senior Leadership Team
[1] ***Definition of Normally*** *– normally anticipates a timeframe when the school is open. Should a complaint be made in the holidays or close to the closure of the school, then a suitable timeframe will be discussed and set between the parties.*
[2]***Identity of an independent panel member*** *– the DfE has given the following guidance 'Our general view is that people who have held a position of responsibility and are used to scrutinising evidence and putting forward balanced arguments would be suitable. Examples of persons likely to be suitable are serving or retired businesspeople, civil servants, Heads or senior members of staff at other schools, people with a legal background and retired members of the Police Force might be considered.'*

1. INTRODUCTION

1.1 Kew College Prep is committed to meeting the needs of our pupils by providing the highest quality of teaching and pastoral care. All staff strive to build positive relationships between pupils and staff, and staff and parents. However, if parents do wish to make a complaint, it will be treated by the school in accordance with this Policy and Procedure.

1.2 This Policy and Procedure is only for parents who currently have children at the school. The school has adopted the same process for exclusion appeals.

2. GUIDING PRINCIPLES

2.1 If assistance is needed with making a complaint, for example because of a disability, a parent should contact a member of SLT.

2.2 Kew College Prep's guiding principles in complaint resolution are:

- to give careful and prompt consideration to all complaints.
- to seek to achieve a just and fair outcome, taking due account of all relevant evidence.
- to attempt to resolve complaints through dialogue and mutual understanding, and at as early a stage as possible.

2.3 This policy outlines the three stages of a complaint:

- Stage 1: Informal Resolution
- Stage 2: Formal Resolution.
- Stage 3: Panel Hearing.

3. ANONYMOUS COMPLAINTS

3.1 The Head or Chair of Governors, if appropriate, will determine whether an anonymous complaint warrants an investigation.

4. STAGE 1: INFORMAL RESOLUTION

4.1 It is hoped that most complaints will be resolved quickly and informally. A parent with cause for concern or complaint should, in the first instance, discuss the matter with their child's class teacher. In our experience, most matters of concern can be positively resolved in this way. All teachers work very hard to ensure that each child is happy at school and is making

good progress; they naturally want to know if there is a problem so that they can take action before it affects the child's progress.

4.2 If the matter is of a more general nature, the parents are invited to discuss it with the Head, who operates an 'open door' policy.

4.3 The class teacher or the Head will keep a written record of concerns and the date on which they were received. Every effort will be made to resolve the situation normally within 5 school days.

4.4 Should the matter not be resolved within 5 school days, or in the event that the class teacher or the Head fail to reach a satisfactory resolution with the parents, then parents will be advised to proceed to a complaint in accordance with Stage Two.

4.5 A written record will be maintained of any complaints from parents/carers of pupils in the EYFS and their outcome.

4.6 For any complaints received from parents/carers of EYFS pupils, complainants will be informed of the outcome of an investigation within 28 days of having received the written complaint.

4.7 If concerns are related to the Head, the parents should move to Stage Two: Formal Resolution - and put their complaint in writing to the Chair of Governors (in a sealed envelope marked 'private and confidential', addressed: Kew College Prep, 24-26 Cumberland Road, Kew, Surrey TW9 3HQ) who will conduct Stage 2 of the process. If parents are not satisfied with the response to that complaint, then they should move to Stage Three and request a Panel Hearing.

5. STAGE 2: FORMAL RESOLUTION

5.1 If a complaint has not been resolved on an informal basis, then the parent should make a formal complaint to the Head. This must be done in writing or by email, stating explicitly that he/she wishes to invoke the formal complaints procedure. The Head will decide, after considering the complaint, the appropriate course of action to take.

5.2 Formal complaints will be acknowledged in writing by the Head within 3 school days of being received. In most cases, the Head will meet or speak to the parents concerned, normally[1] 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 Head to carry out further investigations.

5.3 The Head will keep written dated records of all meetings and interviews held in relation to the complaint.

5.4 Once the Head is satisfied that, so far as is practicable, all the relevant facts have been established, a decision will be made, and parents will be informed of this decision in writing. The Head will also give reasons for their decision.

5.5 If the parent is still not satisfied with the decision, they should proceed to Stage 3 of the complaints procedure. Stage 3 of the procedure must be invoked within four weeks of the outcome of Stage 2.

6. STAGE 3: PANEL HEARING

6.1 If parents seek to invoke Stage Three (following a failure to reach an earlier resolution), they will be referred to the Clerk to the Governors who has been appointed by the Governors to call hearings of a Complaints Panel. At this point they should put their complaint in writing, stating the nature of the complaint and how the school has handled the complaint so far.

6.2 The matter will then be referred to the Complaints Panel for full consideration. The Complaints Panel will consist of at least three persons not directly involved in the matters detailed in the complaint. One panel member shall be wholly independent of the management and running of the school meaning that they cannot be a member of the school's workforce or a governor and nor can they be otherwise involved in the management of the school e.g. a solicitor who regularly acts for the school. The Panel will acknowledge the complaint and schedule a hearing to take place as soon as practicable and normally within 10 school days.

6.3 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 5 school days prior to the hearing.

6.4 The parents may attend the hearing and may be accompanied by another person. This may be a relative, teacher or a friend; it should be noted that legal representation would not be appropriate. The hearing should proceed, even if subsequently the parent decides not to attend. The requirement for the Panel to proceed does not prevent the school from accommodating parental availability for dates or considering comments concerning panel

composition. If possible, the Panel will resolve the complaint immediately without the need for further investigation.

6.5 Where further investigation is required, the Panel will decide how it should be carried out.

6.6 After due consideration of all the facts they consider relevant, the Panel will reach a decision. The Panel's decision, findings and any recommendations shall be confirmed in writing to the parent and where relevant, to the person complained about, normally within 5 school days of the hearing. The Panel's decision, findings and any recommendations will be available for inspection on the school premises by the Head and the Chair of the Governors. The decision of the Panel will be final.

7. RECORD KEEPING AND CONFIDENTIALITY

7.1 A written record will be kept by the Head of all formal complaints, including any action (s) taken by the school as a result of the complaint (regardless of whether they have been upheld), and of whether they are resolved at Stage 2 or progressed to a panel hearing.

7.2 Parents can be assured that all concerns and complaints will be treated seriously. Correspondence, statements and records will be kept confidential except as required by the school under section 108 or 109 of the Education Skills Act 2008, where the Secretary of State or a body conducting an inspection requests access to them.

8. COMPLAINTS WITHIN THE EARLY YEARS FOUNDATION STAGE (NURSERY AND RECEPTION)

8.1 The above procedures also apply to complaints within the EYFS department. In addition to the procedures outlined above, parents of children in EYFS have the right to contact Ofsted and/or ISI (the Independent School Inspectorate) if they feel that the school is not meeting the EYFS requirements - not for other complaints.

8.2 Any written complaints about the fulfilment of the EYFS requirements will be investigated and the complainant notified of the outcome of the investigation within 28 days. The record of complaints will be made available to Ofsted and ISI upon request and be held in the EYFS department of the school for at least three years.

For complaints concerning non-fulfilment of the EYFS requirements only, Ofsted can be contacted on **0300 123 1231** quoting our reference number 3186056. Alternatively, parents can write to:

Early Years, Ofsted,
Piccadilly Gate,
Store St, Manchester M1 2WD

ISI can be contacted on **020 7600 0100** or email complaints@isi.net or in writing to:

ISI
CAP House
9-12 Long Lane
London
EC1A 9HA

A complaint may also be made direct to the DfE using the following weblink: Home - Customer Help Portal

9. DATA PROCESSING COMPLAINTS

If the complaint received is considered to relate, in whole or in part, to the processing of personal data, then that part of the complaint will be handled in accordance with the School's data protection procedures, as follows:

Complaints will be acknowledged within 30 days. The School will investigate the matter without undue delay, including reviewing compliance with data use principles and individual rights of access, and will keep the complainant informed throughout. A reasoned outcome will be provided promptly, including any corrective actions taken. If you are not satisfied with the outcome or handling of your complaint, where it relates to data processing, you have the right to complain to the Information Commissioner's Office.

There were no formal complaints during the last academic year 2025-2026

Reviewed by:	**Approved by:**	**Updated by:**
The Full governing body	Title: Head	Title: Head
	Date: 14 September 2026	Date: 14 September 2026
Date: 21 Nov 2023		

This policy will be reviewed by the governing body every 3 years or earlier if it is considered necessary.