



KINGS PARK SCHOOL

COMPLAINTS POLICY

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POLICY OWNER	HEADTEACHER
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SIGNED

HEADTEACHER

SIGNED

KPS CHAIR

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1.0 INTRODUCTION

Kings Park School is an independent specialist provision, offering support and education for children and young people from ages 7-16 with various individual needs. Each child and young person's support is guided by their Education, Health and Care Plan (EHCP), which outlines the provision required to meet their individual needs. With spacious, light-filled classrooms and a highly skilled team of specialist SEN staff, our school provides a calm and supportive environment where children and young people are empowered to move beyond past challenges.

Each learner follows a personalised timetable tailored to their individual needs and interests, with clear, achievable targets that promote motivation, confidence, and progress. In addition to the statutory annual review process, we conduct a broad range of formal and informal assessments throughout the year to monitor progress and adapt provision where necessary.

Classes are small with up to 8 pupils, depending on the individual needs. Each class is led by a teacher and supported by a dedicated teaching assistant, with additional teaching assistants provided where necessary and stated on the child's EHCP. Children and young people will be placed in a class based on suitability rather than age. Our nurture-based approach ensures that emotional wellbeing is prioritised alongside learning, and our classrooms are designed to be sensory-friendly, providing calm, supportive environments that help students feel safe, regulated, and ready to engage.

At Kings Park School (KPS), we place the safety, well-being, and development of our students at the heart of everything we do. We are committed to providing a safe, inclusive, and aspirational learning environment for children and young people with a range of neurodivergent profiles and social, emotional and mental health needs.

2.0 LEGAL FRAMEWORK AND GUIDANCE

This policy is compliant with the Education (Independent School Standards) Regulations 2014 and supports best practices in safeguarding, governance, and school improvement.

3.0 PURPOSE OF THIS POLICY

The purpose of the Kings Park School Complaints Policy is to provide a clear and fair process for handling concerns or complaints. It encourages early resolution through open communication and ensures all complaints are taken seriously and dealt with promptly. The policy helps the school learn and improve from

feedback while meeting legal requirements and reflecting our values of Kind Words, Positive Minds and Strong Hearts.

If there are concerns that a pupil has been harmed or may be at risk of harm, the School's Safeguarding Policy must be followed without delay.

4.0 OUR ETHOS AND VALUES

We are guided by our school motto: *"Inspiring Dreams, Building Bright Futures Together."* Our core values are:

- **Kind Words:** We speak with empathy and understanding.
- **Positive Minds:** We approach challenges with optimism and resilience.
- **Strong Hearts:** We show courage, compassion and strength in our relationships.

These values are more than aspirations—they are embedded in every interaction, decision, and environment within Kings Park School.

Kind Words reflect our belief in the power of language to heal, uplift, and include. Whether it is peer encouragement, staff guidance or family communication, we model respectful, thoughtful speech in all we do.

Positive Minds encourage our students and staff to reframe difficulties as opportunities to learn and grow. We promote a strengths-based approach that focuses on what each individual child can do and how they can build confidence through success.

Strong Hearts remind us of the importance of compassion, resilience and relationships. We teach students to persist through challenges, support others, and show bravery in being true to themselves.

Together, these values underpin our approach to behaviour, learning, and building a safe, inclusive school community.

5.0 CONCERNS VS COMPLAINTS

A **concern** is an expression of worry or uncertainty about something considered important, where reassurance or clarification is being sought. A **complaint** is an expression of dissatisfaction about an action that has been taken or not taken, regardless of how it is raised.

At Kings Park School, we believe it is in everyone's best interest to resolve complaints as early as possible. Many issues can be addressed quickly and effectively through informal discussions (**Stage 1**), without needing to move into formal procedures (**Stages 2 and 3**). We take all concerns seriously and will always do our best to respond promptly and appropriately.

When responding to complaints, we aim to:

- Remain impartial and avoid conflict.
- Conduct thorough and fair investigations, involving independent individuals or panels when needed.
- Address all aspects of the complaint and provide timely, effective responses.
- Respect confidentiality wherever possible.
- Treat all individuals with kindness and respect.
- Ensure our decisions are fair, lawful, and proportionate.
- Keep those involved updated throughout the process.
- Reflect on outcomes to support ongoing school improvement.

Wherever possible, we seek to resolve matters informally. If that is not achievable, we will follow our formal complaints procedures. We are committed to allowing every complainant the opportunity to complete the process in full. This policy is shared openly and is available on our school website.

We remain mindful of the needs of everyone involved and will make reasonable adjustments to ensure the process is accessible and fair.

6.0 WHO CAN RAISE A COMPLAINT?

Anyone, including parents, carers, and members of the general public, may raise a complaint about any aspect of the school's services or provision, unless a different procedure applies (for example, for matters relating to admissions, exclusions, safeguarding, whistleblowing, or staff grievances).

To help ensure that a complaint is handled effectively and resolved in a timely way, we ask that complainants:

- Follow the steps outlined in this policy.
- Work constructively with the school and respond promptly to communication.
- Ask for support if needed to understand or engage in the process.
- Treat all individuals involved with respect and courtesy.
- Refrain from contacting individual governors directly about the complaint.
- Avoid posting details of the complaint on social media.

The Investigator

When a complaint is made, an impartial and appropriately senior individual will be appointed to investigate the matter. The investigator will:

- Speak with all relevant people and record the conversations carefully.
- Review any relevant documents and evidence, storing them securely.
- Prepare a detailed report for the Headteacher or complaints panel, summarising the facts and recommending possible outcomes.

Complaints Co-ordinator

The person overseeing the complaints process will act as the Complaints Co-ordinator. This may be the Headteacher or the Chair of Governors.

The complaints co-ordinator will:

- Keep the complainant up to date at each stage in the procedure.
- Make sure the process runs smoothly by liaising with team members, the headteacher, chair of governors, and clerk.
- Keep records.
- Be aware of issues relating to:
 - Sharing third-party information.
 - Additional support needed by complainants; for example, interpretation support or where the complainant is a child or young person.

7.0 STAGES OF THE COMPLAINTS PROCESS

Stage 1 – Informal Resolution

We encourage open communication, and many concerns can be resolved informally. Parents/carers are invited to speak with the class teacher, pastoral lead, or a member of the Senior Leadership Team.

We will:

- Acknowledge the concern promptly.
- Offer a resolution within **10 working days**.
- Communicate any delays and revised timeframes.

If the issue remains unresolved, the complainant may proceed to Stage 2.

Stage 2 – Formal Complaint to Headteacher

Formal complaints should be made in writing to the Headteacher. Support will be provided to anyone needing help to express their concerns.

The Headteacher will:

- Acknowledge receipt within **3 working days**.
- Appoint an investigator if appropriate.
- Provide a full written response within **10 working days** (or provide a revised timeline if extended investigation is needed).

If the complaint is about the Headteacher, it should be directed to the Chair of Governors who will respond in writing within **10 working days**.

Stage 3 – Complaint Panel Hearing

If dissatisfaction remains following Stage 2, the complainant may request a panel hearing.

- The panel will consist of three individuals who have had no prior involvement in the complaint. At least one panel member will be entirely independent of the management and governance of Kings Park School.
- A hearing will be arranged within **30 working days**.
- The complainant may bring a supporter (not necessarily legal representation).
- A written outcome will be provided within **10 working days** of the hearing.

The panel may:

- Uphold the complaint in full or part.
- Dismiss the complaint.
- Recommend changes to school policy or practice.

The outcome of this hearing will be sent to all involved within **10 working days**.

If the complainant remains dissatisfied with the outcome they may contact the Independent Schools Team at the Department for Education or Ofsted. Contact details are available on the DfE website: www.education.gov.uk.

8.0 COMPLAINTS BY PUPILS

At Kings Park School, we encourage pupils to speak openly about any concerns they may have, whether related to school or experiences outside of it. Pupils can speak to any trusted adult in school, and they will always be listened to with care and respect.

- Pupils may choose to share something that does not amount to a formal complaint. In these cases, support will still be offered as appropriate.
- If a formal complaint is made, the staff member will log it in the school's Complaints Log, and the school's response will also be recorded.
- For serious matters, the pupil's parent or carer will be informed, and a meeting may be held to discuss the issue further.
- Some complaints may need to be referred to external agencies such as the Local Authority. The headteacher or complaints coordinator will do this within **10 working days**.
- If a pupil asks to speak to someone from outside the school, efforts will be made to facilitate this, and the referral will be documented.
- If the complaint involves an allegation against a member of staff, the school's **Safeguarding Policy** and the **Allegations against Staff Procedure** will be followed in full.

9.0 UNREASONABLE COMPLAINTS

Kings Park School is committed to respectful, productive communication. We recognise that people raising complaints may feel strongly about the issues they are experiencing. However, complaints may be considered unreasonable if the person:

- Refuses to clearly explain the complaint, the grounds for it, or the outcome they seek.
- Fails to cooperate with the investigation process but still expects a resolution.
- Insists on outcomes or processes that are not aligned with the school's policy.
- Repeatedly changes their complaint or refuses to accept previous conclusions.
- Seeks unrealistic outcomes or repeatedly raises the same complaint despite it being addressed.
- Makes personal attacks or unfounded complaints about those handling the issue.

In addition, a complaint may be considered unreasonable if it is made using:

- Malicious or aggressive behaviour
- Threats, intimidation, or violence
- Abusive, offensive, or discriminatory language
- Knowingly false or misleading information
- Publicly shared false or inappropriate content (e.g. via social media or publications)

Where behaviour is becoming unreasonable:

- The **Headteacher** or **Chair of Governors** will first try to resolve concerns informally.
- If it continues, a formal letter may be issued to ask for the behaviour to stop.
- A communication plan may be implemented, limiting methods and frequency of contact.
- In cases of serious aggression or threats, the school will document the incident and contact the police. This may result in the individual being banned from the school site.

10.0 RECORD KEEPING AND CONFIDENTIALITY

- A written log of all complaints and outcomes will be securely maintained by the Headteacher.
- Records will be reported annually and available online at kingsparkschool.co.uk
- Details will be available to Ofsted and the proprietors on request.
- All personal information will be treated in accordance with data protection laws.

This policy will be reviewed by the Senior Leaders every year. At every review, the policy will be approved by the chair of governors.