



**KINGS'**  
SCHOOL • WINCHESTER

# Complaints Policy Summary

Policy Reviewed by:	ADS	December 2023
Approved by:	FGB	December 2023
Endorsed by:	FGB	December 2023
To be Reviewed	Annually	December 2024

## Complaints Procedure – Simple Summary

<ul style="list-style-type: none"><li>• Informal concerns may be raised with individual members of staff <a href="https://www.kings-hants.com/contact-us">Contact Us   Kings School (kings-hants.com)</a></li></ul>
<ul style="list-style-type: none"><li>• Stage One. Formal complaints about members of staff, or issues, should be made to a more senior member of staff, typically the Line Manager (ideally using the Complaint Form in the Complaints Policy). For exceptions, see the school's Complaints Policy. <a href="https://www.kings-hants.com/policies">Policies   Kings School (kings-hants.com)</a></li></ul>
<ul style="list-style-type: none"><li>• Stage Two. If unresolved, complaints are heard by the Headteacher/Chair of Governors, depending on context. Please use the Complaint Form in the Complaints Policy. <a href="https://www.kings-hants.com/policies">Policies   Kings School (kings-hants.com)</a></li></ul>
<ul style="list-style-type: none"><li>• Stage Three. If still unresolved, complaints will be heard by a Complaints Panel of the Governing Body. Please use the Complaint Form in the Complaints Policy. <a href="https://www.kings-hants.com/policies">Policies   Kings School (kings-hants.com)</a></li></ul>
<ul style="list-style-type: none"><li>• The School will always aim to respond to complaints within the timeframes outlined in the Complaints Policy.</li></ul>
<ul style="list-style-type: none"><li>• At each stage, the school will want to resolve complaints. If appropriate, we will acknowledge that a complaint is upheld in whole or in part. We may also offer one or more of a series of responses as outlined in section 13 of the Complaints Policy.</li></ul>