



Kings' School

Complaints Policy Summary 2024

Policy name	Complaints Policy Summary	Owner / ADS
Hampshire model policy	Yes	
Approved by Headteacher/SLT:	ADS	December 2024
Approved by Committee	FGB	December 2024
To be reviewed / Next review date	Annually	December 2025

Complaints Procedure – Simple Summary

<ul style="list-style-type: none"> Informal concerns may be raised with individual members of staff Contact Us Kings School (kings-hants.com)
<ul style="list-style-type: none"> 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. Policies Kings School (kings-hants.com)
<ul style="list-style-type: none"> 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. Policies Kings School (kings-hants.com)
<ul style="list-style-type: none"> 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. Policies Kings School (kings-hants.com)
<ul style="list-style-type: none"> The School will always aim to respond to complaints within the timeframes outlined in the Complaints Policy.
<ul style="list-style-type: none"> 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.