



KENT COLLEGE WEST CAIRO

Complaints Policy

Owner	Head
Applied to	All KC Students and Parents
Date last reviewed	September 18 th , 2025
Date of next review	September 18 th , 2026
Committee approved by	Education, Welfare & Personnel
Review period	1 year

Introduction

Kent College West Cairo prides itself on the quality of the teaching and pastoral care provided to its students. However, if complainants do have a complaint, they can expect it to be treated by the school in accordance with this Procedure. Kent College West Cairo makes its complaints procedure available to all parents/guardians of students and of prospective students on the school's website and in the school office during the school day, and Kent College West Cairo will ensure that parents/guardians of students and of prospective students who request it are made aware that this document is published or available and the form in which it is published or available.

What Constitutes a Complaint?

1. A complaint is an expression of dissatisfaction with a real or perceived problem. It may be made about the school as a whole, about a specific department or about an individual member of staff. A complaint is likely to arise if a complainant believes that the school has done something wrong, or failed to do something that it should have done or acted unfairly.
2. Parents/guardians can be assured that all concerns and complaints will be treated seriously and confidentially. The school is here for your child and you can be assured that your child will not be penalised for a complaint that you [or your child] raise in good faith.

A written record will be kept of all complaints that are made, whether they are resolved following a formal procedure, or proceed to a panel hearing of the complaint; and a written record will be kept of the action taken as a result of those complaints (regardless of whether they are upheld)

Timeframe for Dealing with Complaints

3. All complaints will be handled seriously and sensitively. They will be acknowledged within five working days if received during term time and as soon as practicable during holiday periods. It is in everyone's interest to resolve a complaint as speedily as possible: the school's target is to complete the first two stages of the procedure [the 3-stage process is described in more detail below] within 28 days if the complaint is lodged during term-time and as soon as practicable during holiday periods. Stage 3, the Appeal Panel Hearing, will be completed within a further 28 days, if the appeal is lodged during term-time and as soon as practicable during holiday periods.

Recording Complaints

4. The school will keep a written record of all complaints, whether or not they are upheld, and note whether they are resolved following a formal procedure or proceed to a panel hearing. At the school's discretion, additional records may be kept which may contain the following information:
 - Date when the issue was raised
 - Name of parent/guardian
 - Name of student
 - Description of the issue
 - Records of all the investigations (if appropriate)
 - Witness statements (if appropriate)
 - Name of member(s) of staff handling the issue at each stage
 - Copies of all correspondence on the issue (including emails and records of phone conversations)

Correspondence, statements and records relating to individual complaints will be kept in line with GDPR requirements.

Stage 1 – Informal Procedure

- It is hoped that most complaints and concerns will be resolved quickly and informally.
- If complainants have a complaint, they should normally contact their child's form teacher. In many cases, the matter will be resolved straight away by this means to the complainant's satisfaction. If the form tutor cannot resolve the matter alone, it may be necessary for them to consult with a more senior member of staff.
- If a complaint concerns a form tutor, an approach should be made to a Head of School of either Early Years, Juniors or Seniors. (Kent College West Cairo).

- Complaints made directly to a more senior member of staff will usually be referred to the relevant form tutor or class teacher unless it is deemed appropriate to deal with the matter personally.
- The form tutor or other person receiving the complaint will make a written record of all concerns and complaints and the date on which they were received. Should the matter not be resolved within 10 working days or in the event that the person dealing with the complaint fails to reach a satisfactory resolution then the complainant will be advised to proceed with their complaint in accordance with stage 2 of this Procedure.
- However, the complaint is against the Head, the complainant should make their complaint directly to the Chairman of the Board.
- All concerns and complaints are kept in central record of complaints held by the Head of College's PA.

Stage 2 – Formal Procedure

- If the complaint cannot be resolved on an informal basis, then the complainant should put their complaint in writing to the Head. The Head will decide, after considering the complaint, the appropriate course of action to take.
- In most cases, the Head will contact the complainant concerned as soon as possible and normally within 5 working 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. This may take 10 working days in term time and up to 30 days in school holidays.
- The Head will keep written records of meetings and interviews held in relation to the complaint.
- Once the Head is satisfied that, so far as is practicable, all of the relevant facts have been established, a decision will be made and the complainant will be informed of this decision in writing. The Head will also give reasons for the decision.
- If the complaint is against the Head, the Chairman of the Board will call for a full report from the Head and for all the relevant documents. The Chair may also call for a briefing from members of staff, and will in most cases, speak to or meet with the complainant to discuss the matter further. The timescale for this process will be the same as noted in para 14. Once the Chair is satisfied that, so far as is practicable, all of the relevant facts have been established, the complainant will be informed of the decision in writing. The Chair will give reasons for his/her decision.
- If the complainant is still not satisfied with the decision, they should proceed to Stage 3 of this Procedure within fourteen days of the date of the investigation report/letter.

Stage 3 – Panel Hearing

- If, following a failure to reach an earlier resolution, the complainant seeks to invoke Stage 3, they may do so by writing to the Chairman of the Board.
- The matter will then be referred to the Complaints Panel for consideration. The Panel will consist of at least three persons not directly involved in the matters detailed in the complaint, one of whom shall be independent of the management and running of the school. Each of the Panel members shall be appointed by the Chair of the Board. The Chair of the Panel, will then acknowledge the complaint and schedule a hearing to take place as soon as practicable and normally within 28 working days.
- 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 working days prior to the hearing.
- The complainant may attend the hearing and be accompanied to the hearing by one other person if they wish. This may be a relative, teacher or friend. Legal representation will not normally be appropriate or acceptable.
- If possible, the Panel will resolve the complaint immediately without the need for further investigation. Where further investigation is required, the Panel will decide how it should be carried out.
- After due consideration of all facts, they consider relevant, the Panel will reach a decision and may make recommendations, which it shall complete within 14 days of the Hearing. The Panel will write to the complainant informing them of its decision and the reasons for it. The decision of the Panel will be final. The Panel's findings and, if any, recommendations will be sent in writing to the complainant, the Head, the Board and, where relevant, the person who is the subject of the complaint. A copy of the findings and recommendations will be held by the school and available for inspection on the school's premises by the Head and Chairman of the Board.
- The Panel may make recommendations regarding school policy but is not empowered to implement such changes.