



## K N & P Limited

# Complaints Policy and Procedure

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<b>Policy reviewed by:</b>	<b>Kayley Butler – Director &amp; Business Manager</b>

<b>Key Personnel</b>			
<b>Role</b>	<b>Name</b>	<b>Tel.</b>	<b>Email</b>
<b>Proprietors</b>	<b>Philippa Bourne Kayley Butler Natalie Bourne</b>	<b>07716883051</b>	<b>Admin@knp-limited.com</b>
<b>Designated Safeguarding Lead</b>	<b>Philippa Bourne</b>	<b>As Above</b>	<b>Philippabourne@knp-limited.com</b>
<b>Deputy designated Safeguarding Leads</b>	<b>Natalie Bourne Kayley Butler</b>	<b>As Above</b>	<a href="mailto:Nataliebourne@knp-limited.com">Nataliebourne@knp-limited.com</a> <a href="mailto:Kayleybutler@knp-limited.com">Kayleybutler@knp-limited.com</a>

### **Introduction**

At K N & P Limited, we believe it takes a strong team to effectively support our students and we encourage our staff, students and parents/carers to build positive, supportive and professional relationships to enable the best possible outcomes for them.

We aim to work in partnership with parents/carers, students, schools, and other professionals involved in supporting our students:

- where concerns and feedback are listened to and responding to accordingly.
- where parents/carers, students and staff are encouraged to communicate any concerns as they arise.
- where we respond with care, understanding and professionalism in accordance with this policy.



## What is a complaint?

We appreciate that there may be occasions where you wish to raise an issue or concern and we encourage an open and honest dialogue, where we would hope to discuss your concern and reassure you.

K N & P Limited will resolve concerns through daily communication as far as possible.

However, a complaint is an expression of dissatisfaction with a real or perceived problem. It may be made about K N & P as a whole, about a specific aspect of K N & P or about an individual member of staff.

A complaint may arise if a parent/school believes that K N & P has done something wrong, failed to do something that it should have done, or acted unfairly.

K N & P aims to resolve complaints informally where possible, at the earliest possible stage. However, there may be occasion where a complainant wishes to make a formal complaint. This policy outlines the procedures for this.

All users can be assured that any complaints will be treated seriously and confidentially. The complainant will not be penalised for raising a complaint in good faith.

## Complaints Procedure

### Stage 1 – Informal

If you have a concern or complaint, the first stage is to speak to the Manager. We ask that you put your concern or complaint in writing via email and send to [admin@knp-limited.com](mailto:admin@knp-limited.com). Alternatively you may wish to address the issue in person, in which case please contact the Student Manager, Philippa Bourne [philippabourne@knp-limited.com](mailto:philippabourne@knp-limited.com) to arrange a convenient time for a meeting to discuss your concerns.

We aim to acknowledge informal complaints within 2 working days and investigate and provide a response within 10 working days.

### Stage 2 - Formal

If you feel that your complaint is unresolved after stage 1, please notify the Manager or Directors in writing. This notification should include relevant information such as dates, times, names of witnesses of events and copies of any relevant documents. We ask that you suggest what you feel would resolve the complaint.

K N & P will then carry out an investigation and a written conclusion of this will be sent to you within 10 working days.



If the complainant is not satisfied with the conclusion of this investigation and wishes to proceed to the next stage, they should inform K N & P in writing, stating their reason(s) for their dissatisfaction, within 5 working days.

### **Stage 3 – Review panel**

Complaints will be escalated to the panel hearing stage if the complainant is not satisfied with the response to the complaint at Stage 2.

A panel will be appointed by the directors. The panel will consist of at least 3 people who were not directly involved in matters relating to the original complaint. At least one panel member will be independent of the management and running of K N & P Limited.

The panel will have access to all previous documents relating to the complaint.

The panel review meeting will be held within 14 working days of notification of dissatisfaction of stage 2 by the complainant. The panel meeting will be held after 3pm.

The complainant will be required to attend the meeting and may be accompanied by one other person if they wish.

The complainant and members of the panel will be given opportunity to present their written statements and present their evidence. Witness statements may be read if required. The complainant, members of the panel and K N & P representative/s will be given the chance to ask and reply to questions. Once the complainant and K N & P representative/s have presented their cases, they will be asked to leave, and the panel will consider the evidence.

The panel will then put together their findings and make recommendations from the case. These will be put in writing to the complainant and K N & P within 5 working days.

The panel's decision is final.

## **Record Keeping**

K N & P Limited will keep a written record of all complaints and actions taken. At K N & P Limited's discretion, additional records may be kept which may contain the following information:

1. Date when the issue was raised
2. Name of parent and/or child/school
3. Description of the issue
4. Records of all the investigations (if appropriate)
5. Witness statements (if appropriate)



6. Name of member(s) of staff handling the issue at each stage
7. 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 confidential.

### **Monitoring and reviewing**

This policy is monitored regularly and will be reviewed annually as a minimum to ensure the effectiveness of our strategies.