



Complaints Policy & Procedure

Policy Statement

This document outlines the procedure for highlighting concerns or making formal complaints. EKS aims to ensure that all complaints are dealt with sensitively, efficiently and within a timely matter. The nature of the complaint will determine who it is dealt with by but where appropriate, possible or necessary, may include the whole community.

Complaints made in relation to the running of EKS, policies or procedures will, where necessary, trigger a review of our systems and procedures in light of the circumstances of the complaint.

Making a formal complaint as a parent will never adversely affect your child at EKS. The following procedure applies to complaints made from parents of current or ex-students.

Where a timeframe for complaints is mentioned, please note that when referring to *'working days' we mean days in which EKS operates, during term time. Term dates can be found on our website.

Formal complaints along with the outcome, will be held within our Complaints Record for a minimum of 3 years.

Informal concerns/complaints

There may be times where parents feel worried about a certain aspect of our model or practice. We encourage parents to address these concerns with us quickly so as not to escalate and so we can look to either reassure you or where necessary, put something right.

If you would like to discuss a concern you may have or make an informal complaint then please do speak with a member of staff who will be able to direct you to the best person to deal with that particular concern. You can do this verbally in person, via the telephone or in writing via email. Emails can be sent to any staff member or to our office email address – office@ekss.org.uk

Formal Complaints

If you would like to make a formal complaint please do so in writing. All complaints will be investigated and responded to within 28 working days* or if an investigation is still ongoing you will be informed of the extended timeframe needed.

You can find the details of how to make a complaint below. Although EKS is democratically run, the legal and therefore overall responsibility, lies with the directors of the company. The Current Directors are Kate Coleman and Louise Heddle and all complaints that do not



fit into the below or where you feel there may be a conflict of interest should be addressed to both of the Directors.

- For general complaints that are not directed towards any individual but are concerned with general practice or procedures should be address to the Community Meeting Chair. These complaints will be heard by the whole community and will be investigated by an elected team of both students and staff.
- For Safeguarding concerns please contact our Designated Safeguarding Lead or in the case of a possible conflict of interest the Deputy Safeguarding Lead. Details can be found in our Safeguarding and Child Protection Policy. *Please note that if this is a serious allegation against a member of staff there is a separate Allegations Against Staff Procedure which can be found on page 33/34 of our Safeguarding Policy.
- For complaints directed towards or concerning staff or general staff conduct please address the complaint to the Staffing Committee Chair who will convene a small group from the committee to investigate. If founded, where necessary outcomes may include procedural suggestions or trigger staff appraisal or disciplinary procedures.