KELVINSIDE ACADEMY 1878

COMPLAINTS POLICY

Introduction

Kelvinside Academy is committed to fostering a culture of openness, trust, and continuous improvement. We value all feedback and take complaints seriously, ensuring that every concern is handled fairly, promptly, and with sensitivity.

Anyone who receives, requests or is impacted by our services can make a complaint.

NB. Staff members should utilise the Grievance Policy to raise an issue, not this complaints policy.

Definition of a Complaint

A complaint is an expression of dissatisfaction regarding any aspect of the school's operation, including:

- The school's procedures or practices
- The conduct or performance of a staff member
- A decision or action taken by the school.

Guiding Principles

All complaints will be managed in line with the following principles:

- **Respect and Confidentiality:** All parties will be treated with respect, and information will be shared only where necessary.
- **Timely and Proportionate Response:** Concerns will be addressed promptly and appropriately to the nature of the issue.
- **Commitment to Resolution and Learning:** The process aims to resolve issues constructively and to support continuous improvement within the school.

COMPLAINTS PROCEDURE

Informal Resolution

- Complainants are encouraged to raise concerns directly with the relevant member of staff as early as possible, to allow for informal resolution.
- The staff member will acknowledge the concern within **5 term-time working days** and aim to resolve it within **10 term-time working days**.
- If the matter cannot be resolved informally, or the complainant remains dissatisfied, it may proceed to **Formal Complaint** – Stage 1.

Formal Complaint – Stage 1

- Formal complaints should be submitted in writing to the Rector or Head of Junior School
- The complaint will be acknowledged within 5 term-time working days

- The school will aim to investigate and respond within 15 term-time working days. If additional time is required to conduct appropriate investigations, the complainant will be informed of the revised timeframe.
- Where a complaint involves safeguarding or child protection concerns, it will be referred immediately under the school's Child Protection procedures.
- If a complaint contains factual inaccuracies or references to matters outside the remit of Scottish education, the school reserves the right to limit further correspondence unless new, relevant information is provided.
- The school commits to writing with the findings of the investigation, any actions taken or proposed, the rationale behind the decision and where appropriate a remedy if the complaint is upheld.

Formal Complaint – Stage 2 (Appeal)

- If dissatisfied with the outcome at Stage 1, the complainant may appeal in writing addressed to the **Chairman of Governors** within **10 term-time working days** of receiving the formal response. This letter can be in hard copy or emailed c/o Mrs Melanie Fraser, Secretary to KAWMT Board of Governors (melanie.fraser@kelvinside.org) and marked FAO The Chair of Governors.
- The Chairman will delegate to an appropriate Governor and/or review the complaint, and the Board will aim to provide a written response within **15 term-time working days**.
- If additional time is required to conduct appropriate investigations, the complainant will be informed of the revised timeframe.
- The Chairman's decision represents the **final stage of the school's internal complaints procedure**. No further internal appeal will be considered.

If the complainant remains dissatisfied after the final stage, they may seek guidance from:

- The **Scottish Council of Independent Schools (SCIS)**
- The **Office of the Scottish Charity Regulator (OSCR)**
- The **Registrar for Independent Schools**

Kelvinside Academy will cooperate fully with any necessary external process.

Timeframe for Making a Complaint

Normally, you must make your complaint within a period of 6 months of the event you are complaining about or finding out that you have a reason to complain.

In exceptional circumstances a complaint may be accepted beyond this timeframe. In this circumstance you should detail why the time limit should not apply to your complaint.

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Confidentiality

- All complaints are handled in the strictest confidence.
- Information will be shared only with those directly involved and only where there is a legitimate need to know.
- No pupil, parent, or staff member will be treated unfairly as a result of raising or being involved in a complaint.

Monitoring and Review

This procedure will be reviewed **tri-annually by the Rector**, ensuring it remains effective, fair, and aligned with best practice in Scottish education.

Daniel J Wyatt
Rector

Last Reviewed: August 2026 Next Review: no later than August 2028