

PARENTAL COMPLAINTS POLICY FOR LONDON KOREAN SCHOOL

1. Introduction

At LONDON KOREAN SCHOOL, we strive to embrace the hearts of the Korean community in the UK by building respectful and inclusive relationships. We value any constructive suggestions and feedback that we receive from parents/carers to provide the highest quality of education for all our pupils in an open, transparent and secure environment.

However, we also recognise that there will be times, situations and decisions that affect different members of our school community in different ways and that these can lead to concerns and complaints. It is always our aim to listen attentively to the worries of our parents/carers and to be committed to addressing any concerns or complaints at the earliest possible stage, in a fair and professional manner.

The aim of this policy is:

- To establish a clear and straightforward process for parents/carers to raise concerns or complaints
- To provide a supportive and restorative framework to deal with concerns or complaints raised by parents/carers.
- To ensure that a concern or complaint is managed fairly, efficiently and at the appropriate level, and resolved as soon as possible while respecting confidentiality.
- To continue to improve our practice in response.

2. Raise a Concern or Make a Complaint

- A concern may be defined as ‘an expression of worry or doubt over an issue considered to be important which reassurances are sought’.
- A complaint may be defined as ‘an expression of dissatisfaction however made, about actions taken or a lack of action’.
- We need to know as soon as possible if there is any cause for dissatisfaction. We recognise that a difficulty which is not resolved at the earliest stage can soon become a cause of resentment, which would be damaging to relationships and also to our school culture.
- We expect that most concerns, where a parent seeks intervention, reconsideration or some other action to be taken, can be resolved informally without the need to go through

the formal stages of the complaints procedure. We take concerns seriously and will make every effort to resolve the matter as quickly as possible.

- A concern or complaint can be made in person or in writing.
- Concerns should be raised with the relevant member of staff, normally your child's class teacher, who will be happy to talk to you and seek to establish a solution.
- If the issue remains unresolved, or you are not satisfied with this response and believe the issue has not been resolved, the next step is to make a formal complaint. The formal complaints procedure is outlined below.

3. Designated Complaints Coordinator

The Headteacher has appointed the Deputy Headteacher as the Designated Complaints Coordinator to be responsible for the coordination and administration of the Complaints Procedure. If the Designated Complaints Coordinator is unavailable or is the subject of the complaint, his/her duties will be carried out by the Headteacher or another senior member of staff.

The main responsibilities of the Designated Complaints Coordinator are to:

- be the first point of contact while the matter remains unresolved;
- keep up-to-date records, coordinate the complaints procedures in school;
- ensure that all parties involved in the complaint are fully updated throughout each stage of the procedure;
- maintain an on-going training programme for all members of school staff in relation to complaints;
- monitor the keeping, confidentiality and storage of records in relation to complaints – these records will be kept securely and retained in line with the school's GDPR/Data Protection Policy;

The Designated Complaints Coordinator reports regularly to the Headteacher with respect to complaints.

The Headteacher works closely with the Designated Complaints Coordinator once a formal complaint is received and until the resolution is made.

4. Management of Complaints

[Informal Resolution]

We encourage parents/carers to initially attempt to resolve concerns informally by discussing the matter with the relevant member of staff (normally your child's class teacher). Many concerns can be resolved quickly and effectively through open communication.

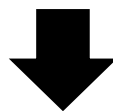


[Formal Complaint]

If the concern is not resolved informally or if the parent/carer believes the issue has not been resolved, they may proceed with a formal complaint.

To make a formal complaint, please follow these steps:

- a. Submit a written complaint to our Designated Complaints Officer (the Deputy Headteacher). Written complaints can be sent via email or mail. Include your contact details, the nature of the complaint, and any relevant information or evidence.
- b. Once the complaint is received, London Korean School will acknowledge receipt by email



[Formal Complaint Handling Procedure]

Step 1: Investigation

The Designated Complaints Coordinator will investigate the complaint impartially. This may involve interviewing relevant staff members, reviewing records, and gathering information.

Step 2: Resolution

We will endeavour to resolve the complaint as quickly and efficiently as possible. The Headteacher aims to inform the complainant of the outcome of an investigation and any actions taken to address the complaint.

Step 3: Escalation

If the parent/carer is not satisfied with the resolution, they may request that the complaint be escalated to the Board of Trustees.

5. Withdrawal of a Complaint

If a complainant wants to withdraw their complaint, we will ask them to confirm this in writing.

6. Confidentiality

A written record will be kept of all complaints, and of whether they are resolved at any stage or proceed to the Board of Trustees.

All complaints, related discussions and records relating to individual complaints will be kept strictly confidential to the extent law allows. Only those individuals directly involved in the complaint resolution process will have access to the information.

Following LKS GDPR/Data Protection Policy, records should not be kept for longer than is necessary for their particular purpose.

7. Contact Information

If you have any concerns about London Korean School, or need to make a complaint, please contact our Designated Complaints Coordinator:

Name: **Seong Won Yoon**
Email: **swyoon.lkschool@gmail.com**
Telephone: **07910 252372**

Any concerns or complaints about the Headteacher should be brought to the Board of Trustees:

Name: **Mr Rae Seung Park (The Chair of the Board of Trustees)**
Email: **ray.park@sr4u.co.uk**
Telephone: **07896 058887**

New Policy, November 2023

Updated 10 December 2023

This policy will be reviewed and updated where necessary.

Complaint Form

Please complete and return to our Designated Complaints Coordinator who will acknowledge receipt and explain what action will be taken.

| | |
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| Your name | |
| Pupil's name (if relevant) | |
| Your relationship to the pupil (if relevant): | |
| Home Address | |
| Telephone number | |
| Email address | |
| Details of complaint (including whether you have spoken to anyone at the school about it) | |
| Actions you want to be taken to resolve the problem at this stage | |
| Any paperwork or further information (please give details) | |
| Signature | |
| Date | |

[OFFICIAL USE]

| | | | |
|-------------------------------------|--|---------------------------|---------------------------|
| Date acknowledgment sent | | By whom | |
| Date the resolution informed | | Complaint resolved | Yes / No / Ongoing |
| Complaint referred to | | Date | |