COMPLAINTS POLICY

1. **Our Commitment**

At Kitty Watson Academy of Performing Arts (KWA), we are committed to providing a positive, professional and nurturing environment in which all learners can develop their skills and confidence.

We value feedback from parents, guardians and learners, and recognise that concerns may occasionally arise. We take all complaints seriously and aim to resolve them promptly, fairly and respectfully.

We are committed to treating everyone who raises a concern with courtesy and ensuring that no learner or family is disadvantaged for making a complaint in good faith.

2. **Who Can Make a Complaint?**

A complaint may be raised by:

- A parent or guardian of a learner attending KWA.
- A student attending KWA.
- An individual acting on behalf of a student, where appropriate.

For learners under the age of 18, we encourage parents or guardians to support them in raising a concern. However, learners may also speak to a member of staff directly if they feel more comfortable doing so.

3**. How to Make a Complaint**

Complaints can be made by email, telephone or in person.

Email: info@kw-academy.co.uk
Telephone: 07944 698 292
Website: www.kw-academy.co.uk/contact-us

We encourage complaints to be submitted in writing wherever possible, as this helps us maintain an accurate record and investigate the matter thoroughly. However, we will not refuse to consider a complaint simply because it has been raised verbally.

When raising a complaint, please provide:
Your name and contact details.
The name of the learner, where applicable.
A clear description of the concern.
Relevant dates, individuals involved and any supporting information.
The outcome or resolution you would like us to consider, if known.

4. **Stage One: Informal Resolution**

Where appropriate, we encourage concerns to be raised informally in the first instance. Many issues can be resolved quickly through an open and respectful conversation. Parents, guardians or learners may speak

directly to the relevant teacher or a member of the KWA management team. We will listen carefully, seek to understand the concern and work towards a suitable resolution.

We aim to resolve informal concerns within 5 working days, wherever reasonably possible.

If the matter cannot be resolved informally, or if the complainant does not feel comfortable raising the issue directly with the individual concerned, the complaint may proceed to the formal procedure.

Serious concerns, including safeguarding concerns, will not be delayed by attempting informal resolution.

5. Stage Two: Formal Complaint

If a complaint remains unresolved, or is considered too serious for informal resolution, it should be submitted formally in writing to info@kw-academy.co.uk, marked “Formal Complaint”.

A member of the KWA admin team will acknowledge receipt within 3 working days. The complaint will then be reviewed impartially.

We aim to provide a written response and outcome within 10 working days of receiving the formal complaint. If the investigation requires more time, the complainant will be informed of the reason for the delay and given an expected date for a response. We will keep them updated as appropriate. The written response will summarise the investigation, explain the outcome and identify any actions to be taken, where appropriate and lawful.

6. **Recording and Monitoring Complaints**

KWA maintains a confidential complaints log to ensure that complaints are recorded, monitored and addressed appropriately.

The log will include:

- The date the complaint was received.
- The name of the complainant and learner, where applicable.
- A summary of the concern.
- The action taken and details of the investigation.
- The outcome and any agreed actions.
- The date the complaint was resolved or closed.

Records will be stored securely, with access restricted to authorised individuals. Information will be handled in accordance with applicable data protection requirements and retained only for an appropriate period.

7**. Safeguarding Concerns**

Any concern relating to the safety or welfare of a child will be treated seriously and handled in accordance with KWA's safeguarding policies and procedures.

Safeguarding concerns will be referred promptly to the Designated Safeguarding Lead or appropriate safeguarding authority, where necessary. They will not be delayed while the standard complaints procedure is followed.

Where a concern indicates an immediate risk of harm, appropriate urgent action will be taken.