

Kingsbrook School

'A unique service for unique young people'

Student Complaints Procedure

Kingsbrook School

Southburgh
Thetford

Norfolk IP25 7TJ

31st August 2025

Review: 30th August 2026

Making a Complaint

There may be a time where you are unhappy about something or someone in school. Staff will always aim to resolve your issue there and then, however, it is recognised that you may wish to make a formal complaint.

This procedure explains how to make a complaint. In your classroom there will be a poster explaining the steps needed to formally complain. Below the poster are copies of the complaint forms.

This is how you can make a complaint.

- Speak directly to a member of staff (anyone will listen)!
- You can ask a member of staff for a complaint form and write it yourself, or
- If you speak to member of staff, they will give you a complaints form, and they will also write it for you if you would like them to.
- If you complain to a member of staff, you can ask them to directly speak to Lynne or Ursula

What happens next?

- If you have spoken to a member of staff, they will tell Ursula Castillo (Head of School), or Lynne Westley (Pastoral Manager)
- If you have completed a complaints form you can give this directly to Lynne or Ursula, or a member of staff will give your form to Lynne or Ursula if you would like them to.

What Lynne and Ursula will do

- Lynne and Ursula will read your complaint if written on a form
- Lynne and Ursula will listen to you if you have spoken to them directly
- Lynne and Ursula will listen to the member of staff who you have complained to
- Lynne and Ursula will action your complaint
- Lynne and Ursula will speak to you to explain what action has been taken
- Ursula will aim to resolve your complaint immediately or by the next day and will send you a letter explaining what action has been taken to resolve your complaint.
- Your complaint and a copy of the letter Ursula has sent will be held in the complaints file.

'Big' Complaints

Some complaints may need a bit more time to investigate and resolve; if this is the case, the following will happen:

- Ursula will write to you explaining that she has received your complaint and that your complaint is being investigated. This letter will be sent within two days of your complaint being made.
- You will be asked to meet with Ursula and discuss your complaint.
- Ursula will write notes from the meeting, and you are able to read these and/or staff will read them for you so that you can be certain everything written is correct and it is what you have said.
- Ursula will investigate your complaint, and the aim will be to resolve your complaint within 20 days.

- If it looks like your complaint is going to take longer to resolve than 20 days. Ursula will send you a letter on day 15 explaining that more time is needed. This is called a 'holding letter'. If a holding letter is sent to you, this gives another 20 days to investigate your complaint and hopefully resolve it.
- For 'big' complaints, Ursula needs to keep her line manager informed; he is called David McNally and he is the Operations Director for Education.

What if I want to Complain about Lynne?

Ursula is Lynne's line manager so if you wish to make a complaint about Lynne follow the steps and either speak to Ursula and/or give your complaint form to Ursula. A member of staff can also tell Ursula your complaint if you would like them to.

What if I want to Complain about Ursula?

Gabrielle O Meara is Ursula's line manager so you can complain to him. David is the Operations Director for Education. His email address is: gabrielleomeara@aspris.com

Gabrielle can also be telephoned on: **07547104906**

Any member of staff in school will support you to make a complaint to David if you would like them to.

It is important that if you feel unhappy about something or someone in school, that you do tell us. We want you to be happy and to feel safe at Kingsbrook School. If we have done something wrong, we want to know so we can say sorry and try our best to make sure it does not happen again.