OneSchool Global

Complaints Policy - England

Authorisation Date: 09/2026
OSG Document Code: POL_UK_OP_Complaints_England
Region: UK

Complaints Policy - England

OSG Document Code POL_UK_OP_Complaints_England	**Authorisation date:** 09/2026	**Next review date:** 09/2027
Policy author Brett Toole, Regional Director of Operations	**Reviewed by:** Brett Toole, Regional Director of Operations	**Approved by:** Head of Schools 17/09/2026
Enquiries contact: support@uk.oneschoolglobal.com	**Associated documents** Whistleblowing Policy & Data Protection Policy Serious Breaches policy	
No. of Formal Complaints during last academic year: 4		

1. PURPOSE

OSG UK Maidstone Campus (hereafter 'the Campus') is committed to providing the best possible education and support for all its students. This means having a clear, fair, and efficient procedure for dealing with any complaints to or against the Campus, so that any issues that arise can be dealt with as swiftly and effectively as possible.

For the purposes of this policy, a 'parent' shall include a guardian, carer or any other person with parental responsibility for a child at the school. This policy applies to complaints from parents of current students and to parents of former students if the complaint was initially raised whilst the student was on the school roll.

This policy is available on the campus website and can be made available on request in a more accessible format as may be required.

2. SCOPE

This Policy applies to all trustees, staff, parents and carers or guardians of current registered students.

This document does not apply to complaints about:

- Student admissions
- Student exclusions
- EHC Plan
- Appeals relating to internal assessment decisions for external qualifications
- Disciplinary issues relating to members of staff

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3. DEFINITIONS

Term	Definition
Complaint	Any matter about which a parent is unhappy and seeks action by the Campus.
Concern	The Policy does not distinguish between a concern and a complaint.
School Day	Monday – Friday during term time (the dates of which are available on the campus website)
CST	Campus Support Team – The governance body responsible for providing strategic oversight, challenge and assurance at campus level.

4. (POLICY CONTENT)

4.1 INTRODUCTION

4.1.1 The Campus is committed to maintaining positive relationships with parents and carers and it is important to us that our schools establish and maintain strong home/school partnerships to ensure the best outcomes for the students.

4.1.2 However, we recognise that sometimes parents/carers may need to raise issues with us or wish to complain about the way a concern has been handled, and we want to ensure that we try to resolve any issues as quickly and sympathetically as possible. We also want to reassure parents and carers that we do take any concerns or complaints very seriously.

4.1.3 The complaints procedure is a three-stage process:

- Informal.
- Formal.
- Panel Hearing.

4.1.4 Complaints received during holiday periods will be dealt with as soon as is practicable but are likely to take longer to resolve due to the unavailability of relevant staff. Under such circumstances the complainant will be notified of any extension to the time scales and the reason(s) why an extension is necessary when the complaint is acknowledged.

4.1.5 During a time of pandemic or similar, the Campus reserves the right for greater flexibility in response times due to potential staff unavailability.

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5. PROCEDURES

5.1 INFORMAL STAGE

5.1.1 It is hoped that most complaints and concerns can be resolved quickly and informally. A parent with cause for concern or complaint should feel free to talk directly to a member of staff, to telephone, or write with the details of the issue that concerns them. In the first instance, it is usually best to address a concern to the class teacher or Form Tutor, as they are often best placed to resolve the matter quickly.

5.1.2 The parent may also refer the matter directly to the Campus Principal to deal with their concern. The Campus Principal will aim to resolve all issues with open dialogue and mutual understanding.

5.1.3 The Campus will acknowledge a written notification of a concern by telephone, email or by letter within two school days of receipt.

5.1.4 Depending on the nature of the complaint, the appropriate member of staff may arrange to speak with the complainant or invite them to a meeting within five school days of acknowledgement. This meeting may prompt further investigation or wider consultation but, in any event, this stage of the complaints process should be completed within 10 school days of the complaint being acknowledged.

5.1.5 Should the matter not be resolved within 10 school days of acknowledgement or in the event that the parent and member of staff fail to reach a satisfactory resolution, then the parent will be advised to proceed with the complaint in accordance with Stage 2 of this procedure.

5.1.6 Any agreed points of action resulting from informal discussions or meetings will be confirmed in writing to the parent.

5.1.7 The Campus will retain a record of low-level concerns and complaints to review any emerging trends.

5.2 FORMAL STAGE

5.2.1 At the formal stage, a complaint must be made in writing to the Campus Principal. If the complaint is about the Campus Principal, the complaint should go to the Lead CST

The Campus Principal is: Keryn van der Westhuizen
Email: keryn.westhuizen@uk.oneschoolglobal.com
The Lead CST member is: Ken Lynes
Email: ken.lynes@uk.oneschoolglobal.com

5.2.2 The Campus Principal / Lead CST will acknowledge the complaint in writing within two school days.

5.2.3 In most cases, the Campus Principal / Lead CST will meet or speak to the parent concerned to discuss the matter. If possible, a resolution will be reached at this stage. It may be necessary, however, for an investigation to be conducted. Once the Campus

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Principal / Lead CST is satisfied that, so far as is practicable, all of the relevant facts have been established, a decision will be made and the parent will be informed of this decision along with the reasons in writing, no later than 15 school days after the formal complaint was acknowledged.

5.2.4 Written records of all meetings and interviews held in relation to the complaint will be kept. The complainant will be informed if due to exceptional circumstances any additional time is necessary to complete the investigation.

5.2.5 If the parent is still not satisfied with the decision, they should proceed to Stage 3 of the complaint's procedure.

5.3 PANEL HEARING

5.3.1 If the parent wishes to proceed to Stage 3 (following a failure to reach a resolution earlier in the complaints process) they should write to:

Chair of the Trustees: Greg Paterson
Email Address: greg.paterson@uk.oneschoolglobal.com

5.3.2 The Chair is responsible for making the arrangements for a Panel Hearing. In the written request for a Panel Hearing, the parent should state the grounds of the complaint and the outcome desired. It is also beneficial for the parents to send a list of all the documents that they believe to be in the campus' possession that they consider relevant in the matter and that they wish the Panel to see. Copies of all such documents shall be supplied to all parties not later than five school days before the hearing.

5.3.3 The Chair will acknowledge receipt of the complaint within five school days and will schedule a meeting of the Panel within 10 school days thereafter. The Panel appointed by the Chair will consist of at least three people not directly involved in matters detailed in the complaint, one of whom shall be independent of the governance, management and running of OSG UK or the campus. The complainant may be accompanied by a friend or relative, but legal representation is not usually appropriate.

5.3.4 The Panel will determine the procedure to be followed to ensure that it is best placed to deal with the issues arising from the complaint.

5.3.5 The panel will give careful consideration to how the complainant can be made to feel most comfortable presenting to the panel, especially in the case of a young child having to present or explain information.

5.3.6 If the complainant does not exercise their right to attend the panel hearing, the panel may still be obligated to hold the hearing in the complainant's absence, so every effort will be made to make the arrangements as reasonable as possible to enable attendance.

5.3.7 If possible, the Panel will resolve the parent's complaint immediately without the need for further investigation. Where further investigation is required, the Panel will decide how it should be carried out.

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5.3.8 After due consideration of the matters discussed at the hearing, the Panel will reach a decision. The panel may:

- Dismiss all or part of the complaint.
- Uphold all or part of the complaint.
- Decide on the appropriate action to be taken to resolve the complaint.
- Evaluate all the evidence available and recommend changes to the school's systems or procedures as a preventative step against similar problems arising in the future.

5.3.9 The Panel's decision, findings and any recommendations shall be confirmed in writing to the parent and, where relevant, to the person who complained about within five school days of the hearing. The decision of the Panel will be final. The Panel's decision, findings and any recommendations will be available for inspection on the school premises by the Campus Principal and the Lead CST.

5.4 VEXATIOUS COMPLAINTS

5.4.1 Whilst it is hoped that this document will reduce any dissatisfaction with the school, it is acknowledged that there may be rare occasions where a complainant continues to be dissatisfied with the school and the outcomes achieved under the complaint's procedure.

5.4.2 Where a complainant attempts to re-open an issue which has already been dealt with under the complaints procedure, the Chair will contact them to inform them that the matter has already been dealt with and that either that stage of the policy has been exhausted or that the complaints procedure has been exhausted, and the matter is considered closed. Where further correspondence is received on the same matter, this may be considered vexatious, and the school will be under no obligation to respond to that correspondence.

5.5 RECORD KEEPING AND CONFIDENTIALITY

5.5.1 A written record will be kept by the Campus Principal of all formal complaints, including any action(s) taken by the school as a result of the complaint (regardless of whether it is upheld), and of whether they are resolved at Stage 2 or progressed to a panel hearing.

5.5.2 Parents can be assured that all concerns and complaints will be treated seriously. Correspondence, statements and records will be kept confidential except as required by the school by paragraph 33 (k) of Schedule 1 to the Education (Independent Schools Standards) Regulations 2014; namely, where the Secretary of State or a body conducting an inspection under section 108 or 109 of the Education and Skills Act 2008 requests access to them, or where any other legal obligations prevail. Records of individual complaints will be retained for a minimum of seven years.

5.5.3 Records concerning allegations of abuse must be preserved for the term of the independent inquiry into Child Sexual Abuse and at least until the accused has reached normal pension age or for 10 years from the date of the allegation if it is longer.

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5.5.4 Senior leaders and trustees will maintain oversight of these records in order to determine the appropriate implementation of this policy and to respond to any patterns of complaints which may be apparent.

5.6 REVIEW AND MONITORING OF COMPLAINTS

5.6.1 The Campus will review and evaluate all complaints no matter how far they are taken or what the outcome is to ensure that similar problems are avoided in the future or to see if they could have been managed any more effectively. All records of any complaints will be kept confidential but may be inspected where appropriate by the Secretary of State or any inspection body.

6. TAKING THINGS FURTHER

6.1.1 If you are not happy with the final response, you can contact The Department of Education (DofE). In most instances, the DofE will only investigate a complaint after all the organisational internal processes have been exhausted.

6.1.2 The Department of Education provides a free, independent, and impartial service for handling complaints about schools in England. You have the right to complain to the DofE if you feel you have been treated unfairly or have received a poor service from a school. The DofE will consider whether OneSchool Global has adhered to education legislation and any statutory policies connected with the complaint.

6.1.3 The complainant can refer their complaint to the Department of Education.

6.1.4 Contact details for DofE are:

- Address: Department for Education, Piccadilly Gate Store Street, Manchester, M1 2WD.
- Website: https://www.eduction.gov.uk/contactus
- Telephone: 0370 000 2288

7. GUIDELINES

- The Education (Independent Schools Standards) Regulations 2014
- Formal Complaints Log (shown in Appendix 1)

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8. VERSION CONTROL

Document Code	Date	Version No.	Nature of change
		8	
		8.1	Changed ‘working days’ to ‘school days’
		8.2	Added section on tracking of low level concerns/complaints
		8.3	Added ‘or wish to complain about the way a concern has been handled’ to introduction
		8.4	Added that one of a panel shall be independent of governance, management and running of the Campus
		8.5	Added a section around response times during pandemic Further clarification about one of the panel being independent of OSG UK as well as the Campus Detail of retention period of complaints now 7 years or longer if including allegations of abuse
		9.0	Policy review, clarification around role of the RTL in complaints about the CP Removed statement about parents explicitly stating that they are invoking the complaints procedure Clarification over record keeping
	02/2022	9.1	Added box for number of formal complaints on policy as well as published in prospectus on website. Updated complaints log
	04/2023	10.0	Updated detail of Chair of OSG UK Panel hearing may be obligated to continue in the absence of the complainant if necessary
	01/2025	11.0	CP and RTL contact updated. Changes made to the scope of the policy to include the ability for other stakeholders to be able to make a complaint (including children). Reference to MEIC (children’s advice agency) included with contact details.

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	04/2025	12.0	Updated detail of Chair of OSG UK. Complaints Policy separated into regions England/Wales/Scotland/NI
POL_UK_OP_Complaints_England	03/2026	13.0	Policy review, no updates
	09/2026	13.1	1. Change of terminology i.e. RTL changed to CST. 2. Change of Chair of the Trustees

APPENDIX 1.

OSG UK XXX Campus

Date complaint received	Details of complainant	Details of complaint	Date of acknowledgement and initials of the person acknowledging *(Should be within 2 school days if informal or formal, and 5 school days if panel)*	Actions taken	Handled by	Date of resolution *(Should be within 10 school days if in informal stage or 15 school days if in formal stage, 10 school days if panel, of acknowledgement – if not give reasons)*	Stage: 1. Informal 2. Formal 3. Panel	Outcome: *Resolved, or unresolved and advised to move to next stage*

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