

Complaints Policy

A student, parent, volunteer, member of staff, referrer or any other individual can make a complaint if:

- They feel raising it informally has not worked
- They do not want it dealt with informally
- It's a very serious issue, for example sexual harassment or 'whistleblowing'

It is helpful to discuss the complaint informally at first with one of the Kinda Forest School staff or directors, but if this is not possible please follow the complaints procedure. Staff, volunteers, and parents can go to Ofsted if their concern is not concluded through Kinda Education's procedure. All complaints must be made directly to Kinda Education **before** taking it to Ofsted. If Kinda Education think the complaint will move to Ofsted, Kinda Education must inform Ofsted as soon as they realise this is a possibility.