

**Chief Executive: Peter Barnes LLB; BA; MA; MSc; MBA; PhD; FRSA; FCIM.**

**Chair of Directors: Megan Crawford PhD.**

### Complaints procedure (for non-parent/carers)

*Please note this procedure does not apply for parent/carers of pupils currently on roll at a school within the Trust who should refer to the Parent/Carer section of the [Complaints policy](#) for further guidance.*

The Kingsbridge Educational Trust and its schools hope that all contacts with the Trust and the schools are positive and problem free. In the event you do wish to register any dissatisfaction, we would ask you to address your complaint with the member of staff involved at the school or Trust (as appropriate) or to the Headteacher (if the complaint is about the school) or to the CEO (if the complaint is about a Headteacher of a school within the Trust or the Trust generally). You will receive an acknowledgement of receipt of the complaint. The member of staff will aim to respond to your complaint on behalf of the school or Trust within 15 school days of receipt. This will conclude the process and the school or Trust (as the case may be) will not enter in to further discussion with you about your complaint.

Contact details:

- Kingsbridge Educational Trust: <https://www.ket.education/contact/>
- Oakgrove School: <https://www.oakgrove.school/contact/>
- Middleton Primary School: <https://www.middletonschool.org/contact/>
- Monkston Primary School: <https://www.monkston.org/contact-details/>
- Kents Hill Park School: <https://www.kentshillpark.school/contact-us/>
- Hockliffe Lower School: <https://hockliffelowerschool.co.uk/contact/>
- Willow Grove Primary School: <https://willowgrove.school/contact/>

Where the Academy/Trust receives a number of complaints all based on the same subject which in its reasonable opinion may be deemed a 'complaint campaign' it will deal with the complaints in the following way: Individual responses will not be sent to complainants in such cases. Instead, either a template response will be sent to all complainants or a single response will be published on the Academy/Trust's website at the discretion of the Headteacher/Chair of Trustees.

Please note complaints about services provided by other providers who use school premises or facilities should be directed to the provider concerned.