

Benenden School Commercial Events and Lettings Complaints Procedure

This procedure applies to any complaints in relation to commercial events, lets or hires (regardless of whether there is a hire charge) that are accommodated by Benenden School (Kent) Limited or its subsidiaries (collectively known as 'Benenden' or 'the School'). Please refer to our separate Parental Complaints Procedure or Admissions Complaints Procedure if your complaint relates to these areas.

If you have a complaint about us, we want to know, and we will act efficiently to respond and, where we can, to put it right. We aim to deal with complaints fairly, professionally, and effectively, and ensure that all complaints are handled in a consistent manner. Confidentiality and discretion will be maintained, as far as is possible, to safeguard all parties.

How to complain

It is hoped that most complaints and concerns will be resolved quickly and informally. If you feel able, please speak to the member of staff (or team) with whom you have had contact or ask to speak to the event lead, who will try to resolve the matter informally. In the first instance please contact us as follows:

- For arts events:
 - o info@hemstedpark.com
 - o 01580 236699

- For lets and hires:
 - o sef@benenden.school
 - o 01580 240592 and ask to be directed to the Domestic Bursar's office

If you are not satisfied with our response, you may pursue a formal complaint. In this case, please put your complaint in writing and send it to:

Commercial Arts Director **or** Domestic Bursar
Benenden School, Cranbrook, Kent TN17 4AA

Please title any email: Confidential Complaint. In the case that your complaint is in reference to the named recipient, please address your complaint to the Director of Marketing and Communications.

What Happens Next?

You will receive acknowledgement of your complaint within five working days, and you may be contacted to obtain any additional information that we may require to help us resolve the complaint.

In most cases, the Commercial Arts Director or Domestic Bursar will make their decision and provide you with reasons within two working weeks of the complaint being put in writing.

If, as a result of your complaint, disciplinary proceedings are taken against a member of staff, an internal procedure will apply. You will be informed that disciplinary proceedings have taken place, but as these proceedings are confidential, you will only be informed of the outcome of your complaint outside of any disciplinary procedure.

If a criminal offence is alleged, then the police will be informed.

Please note that whilst the School stages some events and courses directly, in other cases the School hires its facilities to a third party who retains responsibility for the event or hire. In such circumstances the School will provide you with details of the third party to whom your complaint

should be made. The School is not able to investigate or respond to complaints that relate to such third parties.

Can you take your complaint elsewhere?

If you are dissatisfied with our response, you have the right to request that the matter is reviewed by the School's Director of Marketing and Communications. They will review the matter and respond to you with their decision within two working weeks of the complaint being referred to them. The decision of the Director of Marketing and Communications is final.

Recording Complaints and use of personal data

Following resolution of a complaint, the School will keep a written record of all complaints, whether they are resolved at the informal stage, the formal stage or the appeal stage and any action taken as a result of the complaint (regardless of whether the complaint is upheld).

The School processes data in accordance with its Privacy Notice Data Protection Privacy Notice. When dealing with complaints the School may process a range of information, which is likely to include the following:

- Date when the issue was raised
- Name of complainant
- Description of the issue
- Records of all the investigations (if appropriate)
- Witness statements (if appropriate)
- Name and contact details of member (s) of staff handling the issue at each stage
- Copies of all correspondence on the issue (including emails and records of phone conversations)
- Notes/minutes of meetings, and
- The final written decision

This may include 'special category personal data' (as further detailed in the School's Privacy Notice and Data Protection Policy, but potentially including, for instance, information relating to physical or mental health) where this is necessary owing to the nature of the complaint. This data will be processed in accordance with the School's Data Protection Policy.

The School will keep records of formal complaints, as required by regulation. It will do so in accordance with its Privacy Notice and Data Protection Policy.

Correspondence, statements and records relating to individual complaints will be kept confidential except where required by Law.

September 2022

For review February 2023