Feedback and Complaints Policy

Audience	All Greswold Staff Parents Governors
Co-ordinated by	Headteacher
Date written / reviewed	October 2026
Date of next review	October 2027
To be reviewed by	Headteacher
Associated Governing Body Committee	Finance

The difference between feedback, concern and a complaint:

Feedback may be defined as *'information, opinions, or reactions provided by parents and others which may help the school to adjust, learn from, and improve its practices.'* A potential complainant (whether a parent or otherwise) may simply want to be heard. Giving a potential complainant (whether a parent or otherwise) the opportunity to provide feedback on the understanding that the school will take this feedback on board may, for many potential complainants, offer an acceptable alternative to making a formal complaint.

A **concern** may be defined as '*an expression of worry or doubt over an issue considered to be important for which reassurances are sought'*.

A **complaint** may be defined as '*an expression of dissatisfaction however made, about actions taken or a lack of action*'.

A **governors body** is made up of Local Authority Governors, Co-Opted Governors, Staff Governors and Parent Governors, however Staff Governors will not be a part of a complaints committee

It is in everyone's interest that concerns and complaints are resolved at the earliest possible stage. Many issues can be resolved informally, without the need to use the formal stages of the complaint's procedure. Greswold Primary School takes concerns seriously and will make every effort to resolve the matter as quickly as possible.

If you have difficulty discussing a concern with a particular member of staff, we will respect your views. In these cases you will be referred to another staff member. Similarly, if the member of staff directly involved feels unable to deal with a concern, you will be referred to another staff member. The member of staff may be more senior but does not have to be. The ability to consider the concern objectively and impartially is more important.

Informal concern discussions will most likely have agreed outcomes and actions for the school and potentially the person raising the concern. These will be logged by the school and if appropriate shared with the person raising the concern.

We understand however, that there are occasions when people would like to raise their concerns formally. In this case, Greswold Primary School will attempt to resolve the issue internally, through the stages outlined within this complaint's procedure.

How to give feedback, raise a concern or make a complaint

Feedback is welcomed via the school office email address (office@greswold.solihull.sch.uk) or to a member of staff where appropriate.

A concern or complaint can be made in person, in writing or by telephone. They may also be made by a third party acting on behalf on a complainant, as long as they have appropriate consent to do so. Concerns should be raised with either the class teacher or an appropriate member of staff in the first instance. If the issue remains unresolved, the next step is to make a formal complaint.

All complaints should make clear their reasons for the complaint and what they believe will help or what action they desire to see a resolution to the complaint.

All formal complaints submitted via email should be submitted using the school's email address (office@greswold.solihull.sch.uk). Sending the complaint in any other manner (i.e. to a different e-mail address, or by post) may lead to a delay in dealing with the complaint.

Complaints may be raised in written form to the office marked private and confidential. Complainants should not approach individual governors to raise concerns or complaints. Governors will remind any complainant to go through the school's agreed process, which is available on the school's website, or a paper copy can be again through a request at the school office. Governors have no power to act on an individual basis and it may also prevent them from considering complaints at Stage 2 of the procedure.

Complaints against school staff (except the headteacher) should be made in the first instance, to the Headteacher via the school office. Please mark them as Private and Confidential.

Complaints that involve or are about the headteacher should be addressed to the Chair of Governors, via the school office. Please mark them as Private and Confidential.

Complaints about the Chair of Governors, any individual governor or the whole governing body should be addressed the Clerk to the Governing Body via the school office. Please mark them as Private and Confidential.

A template complaint form is included at the end of this procedure. If you require help in completing the form, please contact the school office. You can also ask third party organisations like the Citizens Advice to help you. It is expected that all complainants use this form to ensure clarity of the concern / complaint and a focus on resolution for all parties involved.

In accordance with equality law, we will consider making reasonable adjustments if required, to enable complainants to access and complete this complaints procedure. For instance, providing information in alternative formats, assisting complainants in raising a formal complaint or holding meetings in accessible locations.

In this procedure:

- 'Complaint' means an expression of dissatisfaction however made, about actions taken or a lack of action.

- 'Concern' means an expression of worry or doubt over an issue considered to be important for which reassurances are sought.

- 'Meeting' and 'hearing' means an in person or virtual meeting or hearing (i.e. telephone or video

conference where all parties can participate verbally), virtual meetings/hearings will only be held if all parties have access to appropriate equipment to attend and are happy to do so.

• 'Parent' means a biological parent, carer or anyone who has parental responsibility or care for a child.

• ‘School days’ excludes weekends and school holidays and periods of partial or total school closure.

Who can make a complaint?

This complaints procedure is not limited to parents or carers of children that are registered at the school. Any person, including members of the public, may make a complaint to Greswold Primary School about any provision of facilities or services that we provide. Unless complaints are dealt with under separate statutory procedures (such as appeals relating to exclusions or admissions), we will use this complaints procedure.

The DfE, Ofsted and Parent Kind produced a guide for parents to support them through the complaints process in 2026. This is designed to be a checklist to resolving concerns quickly, easily and positively with the school. This is a guide to support the process for all involved - this guide does not override the school’s agreed policy and process. V8- Parent Complaint Guide

Anonymous complaints

We will not normally investigate anonymous complaints. However, the headteacher or Chair of Governors, if appropriate, will determine whether the complaint warrants an investigation.

Complaint campaigns

If we receive what we consider to be a large volume of complaints, all based on the same subject and possibly from complainants not connected to the school, then we will treat these complaints as being part of a campaign and respond in one of the following two ways, depending on the nature and scale of the complaint:

1. Send the same response to all complainants

2. Publish a single response on the school’s website.

Managing serial and unreasonable complaints

Our approach for managing serial and unreasonable complaints is committed to dealing with all complaints fairly and impartially, and to providing a high-quality service to those who complain. We will not normally limit the contact complainants have with our school. However, we do not expect our staff to tolerate unacceptable behaviour and will take action to protect staff from that behaviour, including that which is abusive, offensive or threatening. defines unreasonable behaviour as that which hinders our consideration of complaints because of the frequency or nature of the complainant’s contact with the school, such as, if the complainant does the following:

- Refuses to articulate their complaint or specify the grounds of a complaint or the outcomes sought by raising the complaint, despite offers of assistance

- Refuses to cooperate with the complaint’s investigation process

- Refuses to accept that certain issues are not within the scope of the complaint’s procedure

- Insists on the complaint being dealt with in ways that are incompatible with the complaint’s procedure or with good practice

- Introduces trivial or irrelevant information that they expect to be considered and commented on
- Raises large numbers of detailed but unimportant questions and insists they are fully answered, often immediately and to their own timescales
- Makes unjustified complaints about staff who are trying to deal with the issues, and seeks to have them replaced
- Changes the basis of the complaint as the investigation proceeds
- Repeatedly makes the same complaint (despite previous investigations or responses concluding that the complaint is groundless or has been addressed)
- Refuses to accept the findings of the investigation into that complaint where the school's complaint procedure has been fully and properly implemented and completed including referral to the DfE
- Complains to Ofsted, local authority or other agencies without going through the schools' complaints process first and foremost.
- Seeks an unrealistic outcome
- Makes excessive demands on school time by frequent, lengthy and complicated contact with staff regarding the complaint in person, in writing, by email and by telephone while the complaint is being dealt with
- Uses threats to intimidate
- Uses abusive, offensive or discriminatory language or violence
- Knowingly provides falsified information
- Publishes unacceptable information on social media or other public forums.

Complainants should try to limit their communication with the school while the complaint is being progressed. It is not helpful if repeated correspondence is sent (either by letter, phone, email or text) because it could delay the outcome being reached. Whenever possible, the head teacher or chair of governors will discuss any concerns with the complainant informally before applying an 'unreasonable' marking. They will make it clear the behaviours that are being displayed that they deem as being 'unreasonable'. This discussion will be logged by the school. If the behaviour continues, the head teacher will write to the complainant explaining that their behaviour is unreasonable and ask them to change it, they will make reference to the prior discussion. For complainants who excessively contact causing a significant level of disruption, we may specify methods of communication and limit the number of contacts in a communication plan. This will be reviewed after six months.

In response to any serious incident of aggression or violence, we will immediately inform the police and communicate our actions in writing. This may include barring an individual from Greswold Primary School site for a specific period of time to be determined by the school.

Persistent correspondence

If complainants frequently contact the school, causing a significant level of disruption, but refuse to engage with the complaint's procedure, Greswold Primary School can do the following:

- Restrict the complainant to a single point of contact via an email address
- Limit the number of times the complainant can make contact.

This restriction will be limited to the complainant's capacity to complain. For all other issues, the complainant can contact the school as normal

Vexatious Complaints

Greswold Primary School is aware that there are occasions when complainants behave in an unreasonable manner when raising and/or pursuing concerns. The consequences are that the actions of the complainants begin to impact negatively on the day-to-day running of our school and directly or indirectly the overall well-being of the children or staff in the school. In these exceptional circumstances the Greswold Primary School may take action the following actions.

- In the first instance the school will verbally inform the complainant that his / her behaviour is considered to be becoming unreasonable / unacceptable and, if it is not modified, action may be taken in accordance with this policy.
- This will be confirmed in writing
- If the behaviour is not modified there will be a joint decision between the Chair of Governors/ Vice Chair and the Headteacher as to the actions (some or all of the following as necessary) to be taken having regard to the nature of the complainant's behaviour and the effect of this on the school community:
- inform the complainant in writing that his/her behaviour is now considered by the school to be unreasonable/unacceptable and, therefore, to fall under the terms of this policy
- inform the complainant that all meetings with a member of staff will be conducted with a second person present and that notes of meetings may be taken in the interests of all parties
- inform the complainant that, except in emergencies, all routine communication with the complainant to the school should be by letter only
- (in the case of physical, or verbal aggression) take advice from Local Authority HR / Legal Services and consider warning the complainant about being banned from the school site; or proceed straight to a temporary ban.
- consider taking advice from the LA Legal Services on pursuing a case under Anti-Harassment legislation.
- consider taking advice from the LA Legal Services about putting in place a specific procedure for dealing with complaints from the complainant, i.e. the complainant will not be able to deal directly

with the headteacher but only with a third person to be identified by the governing body of the school, who will investigate, determine whether or not the concern / complaint is reasonable or vexatious and then advise the headteacher accordingly.

Please refer to our separate policy regarding vexatious complaints for further details.

Time scales

You must raise the complaint within three months of the incident or, where a series of associated incidents have occurred, within three months of the last of these incidents. We will consider complaints made outside of this time frame only if exceptional circumstances apply.

Complaints received outside of term time

We will consider complaints made outside of term time to have been received on the first school day after the holiday period.

Scope of this Complaints Procedure

This procedure covers all complaints about any provision of community facilities or services by Greswold Primary School other than complaints that are dealt with under other statutory procedures, including those listed below.

Exceptions	Who to contact
• Admissions to schools • Statutory assessments of Special Educational Needs • School re-organisation proposals	Concerns about admissions, statutory assessments of Special Educational Needs, or school re-organisation proposals should be raised with the Local Authority
• Matters likely to require a Child Protection Investigation	Complaints about child protection matters are handled under our child protection and safeguarding policy and in accordance with relevant statutory guidance. If you have serious concerns, you may wish to contact the local authority designated officer (LADO) who has local responsibility for safeguarding or the Multi-Agency Safeguarding Hub (MASH).
• Exclusion of children from school*	Further information about raising concerns about exclusion can be found at: www.gov.uk/school-discipline-exclusions/exclusions. **complaints about the application of the behaviour policy can be made through the school's complaints procedure.*
• Whistleblowing	We have an internal whistleblowing procedure for all our employees, including temporary staff and contractors. The Secretary of State for Education is the prescribed person for matters relating to education for whistleblowers in education who do not want to raise matters direct with their employer. Referrals can be made at: www.education.gov.uk/contactus. Volunteer staff who have concerns about our school should complain

	through the school's complaints procedure. You may also be able to complain direct to the LA or the Department for Education (see link above), depending on the substance of your complaint.
• Staff grievances	Complaints from staff will be dealt with under the school's internal grievance procedures.
• Staff conduct	Complaints about staff will be dealt with under the school's internal disciplinary procedures, if appropriate. Complainants will not be informed of any disciplinary action taken against a staff member as a result of a complaint. However, the complainant will be notified that the matter is being addressed.
• Complaints about services provided by other providers who may use school premises or facilities	Providers should have their own complaints procedure to deal with complaints about service. Please contact them direct.
• National Curriculum - content	Please contact the Department for Education at: www.education.gov.uk/contactus

If other bodies are investigating aspects of the complaint, for example the police, local authority (LA) safeguarding teams or Tribunals, this may impact on our ability to adhere to the timescales within this procedure or result in the procedure being suspended until those public bodies have completed their investigations.

If a complainant commences legal action against Greswold Primary School in relation to their complaint, we will consider whether to suspend the complaints procedure in relation to their complaint until those legal proceedings have concluded.

Resolving complaints

At each stage in the procedure, Greswold Primary School wants to resolve the complaint. If appropriate, we will acknowledge that the complaint is upheld in whole or in part. In addition, we may offer one or more of the following:

- an explanation
- an admission that the situation could have been handled differently or better
- an assurance that we will try to ensure the event complained of will not recur
- an explanation of the steps that have been or will be taken to help ensure that it will not happen again and an indication of the timescales within which any changes will be made
- an undertaking to review school policies in light of the complaint
- an apology

Withdrawal of a Complaint

If a complainant wants to withdraw their complaint, we will ask them to confirm this in writing.

Confidentiality

Complaints should be treated confidentially with only those involved in investigating and making a decision aware of the nature of the complaint. As far as possible, your concern or complaint will be dealt with on a confidential basis. However, there could be occasions when the person dealing with your concern or complaint will need to consider whether anyone else within the school needs to know about your concern or complaint, so as to address it appropriately; however,

At all times the school will respect the rights and feelings of those involved and make every effort to protect confidential information. Where confidential information is shared with another person or organisation (for example, the LA), the school will comply with the requirements of the General Data Protection Regulation ('GDPR') and the Data Protection Act 2018. This will ensure that the school has a clear legal basis for sharing confidential information.

Confidentiality regarding minutes from school complaints and outcomes documents is expected by all involved. Details typically restricted to involved parties to protect privacy, staff, pupils and families. While outcomes are shared with the complainant, sensitive personnel disciplinary or capability information triggered by the process remain confidential.

Stage 1

Formal complaints must be made to the headteacher (unless they are about the headteacher). This may be done in person, in writing (preferably using the Complaint Form), or by telephone.

The headteacher will record the date the complaint is received and will acknowledge receipt of the complaint in writing (either by letter or email) within 5 working school days.

Within this response, the headteacher will seek to clarify the nature of the complaint, ask what remains unresolved and what outcome the complainant would like to see. The headteacher can consider whether a face to face meeting is the most appropriate way of doing this.

Note: The headteacher may delegate the investigation to another member of the school's senior leadership team but not the decision to be taken.

During the investigation, the headteacher (or investigator) will:

- if necessary, interview those involved in the matter and/or those complained of, allowing them to be accompanied if they wish

- keep a written record of any meetings/interviews in relation to their investigation.

At the conclusion of their investigation, the headteacher will provide a formal written response within 10 working school days of the date of receipt of the complaint.

If the headteacher is unable to meet this deadline, they will provide the complainant with an update and revised response date.

The response will detail any actions taken to investigate the complaint and provide a full explanation of the decision made and the reason(s) for it. Where appropriate, it will include details of actions Greswold Primary School will take to resolve the complaint.

The headteacher will advise the complainant of how to escalate their complaint should they remain dissatisfied with the outcome of Stage 1.

If the complaint is about the headteacher, or a member of the governing body (including the Chair or Vice-Chair), a suitably skilled governor will be appointed to complete all the actions at Stage 1. All parties are respectfully reminded that governors are unpaid volunteers and their availability may be limited due to life and work commitments.

Complaints about the headteacher or member of the governing body must be made to the Clerk, via the school office.

If the complaint is:

- jointly about the Chair and Vice Chair or
- the entire governing body or
- the majority of the governing body

Stage 1 will be considered by an independent investigator appointed by the governing body. At the conclusion of their investigation, the independent investigator will provide a formal written response.

Stage 2

If the complainant is dissatisfied with the outcome at Stage 1 and wishes to take the matter further, they can escalate the complaint to Stage 2 – a meeting with members of the governing body's complaints committee, which will be formed of the first three, impartial, governors available. This is the final stage of the schools complaints procedure. **All parties are respectfully reminded that the governing body is made up of Local Authority, Co-Opted, Staff and Parent governors who are unpaid volunteers and their availability may be limited due to their life and work commitments.**

A request to escalate to Stage 2 must be made to the Clerk, via the school office, 5 school days of receipt of the Stage 1 response.

The Clerk will record the date the complaint is received and acknowledge receipt of the complaint in writing (either by letter or email) within 5 working school days.

Requests received outside of this time frame will only be considered if exceptional circumstances apply.
The Clerk will then write to the complainant to inform them of the date of the meeting. They will aim to convene a meeting within 20 school days of receipt of the Stage 2 request. If this is not possible, the Clerk will provide an anticipated date and keep the complainant informed.

If the complainant rejects the offer of three proposed dates, without good reason, the Clerk will decide when to hold the meeting. It will then proceed in the complainant's absence on the basis of written submissions from both parties. All parties are expected to comply with the timescales and requirements set out in this policy. Where exceptional circumstances result in a delay, the party affected should notify the Clerk to Governors as soon as possible. The Clerk will then inform all relevant parties of any revised timescales. If a complainant or any other party does not provide requested information, evidence or responses withing the timescales specified, and this significantly delays the process, the investigating committee reserves the right to proceed and reach a conclusion based on the information available at that time.

The complaints committee will consist of at least three governors with no prior involvement or knowledge of the complaint. The school has a reciprocal arrangement with local schools to ensure impartiality at all stages of the process if needed. Prior to the meeting, they will decide amongst themselves who will act as the Chair of the Complaints Committee. If there are fewer than three governors from Greswold Primary School available, the Clerk will source any additional, independent governors through another local school or through their LA's Governor Services team, in order to make up the committee. Alternatively, an entirely independent committee may be convened to hear the complaint at Stage 2.

The committee will decide whether to deal with the complaint by inviting parties to a meeting or through written representations, but in making their decision they will be sensitive to the complainant's needs.
If the complainant is invited to attend the meeting, they may bring someone along to provide support. This can be a relative or friend. Generally, we do not encourage either party to bring legal representatives to the committee meeting. However, there may be occasions when legal representation is appropriate.

For instance, if a school employee is called as a witness in a complaint meeting, they may wish to be supported by union and/or legal representation.

Note: Complaints about staff conduct will not generally be handled under this complaints procedure. Complainants will be advised that any staff conduct complaints will be considered under staff disciplinary procedures, if appropriate, but outcomes will not be shared with them.

Representatives from the media are not permitted to attend.

At least 7 school days before the meeting, the Clerk will remind the complainant of the date, time and venue of the meeting and request copies of any written material to be submitted to the committee at least 5 working school days before the meeting.

Any written material will be circulated to all parties at least 5 working school days before the date of the meeting. The committee will not normally accept, as evidence, recordings of conversations that were obtained covertly and without the informed consent of all parties being recorded.

The committee will also not review any new complaints at this stage or consider evidence unrelated to the initial complaint to be included. New complaints must be dealt with from Stage 1 of the procedure.

The meeting will be held in private. Electronic recordings of meetings or conversations are not normally permitted unless a complainant's own disability or special needs require it. {Prior knowledge and consent of all parties attending must be sought before meetings or conversations take place. Consent will be recorded in any minutes taken, as the Clerk to Governors will endeavour to attend meetings.

The committee will consider the complaint, and all the evidence presented. The committee can:

- uphold the complaint in whole or in part
- dismiss the complaint in whole or in part.

If the complaint is upheld in whole or in part, the committee will:

- decide on the appropriate action to be taken to resolve the complaint
- where appropriate, recommend changes to the school's systems or procedures to prevent similar issues in the future.

The Chair of the Committee will provide the complainant and Greswold Primary School with a full explanation of their decision and the reason(s) for it, in writing, within 10 working school days of the final meeting, whether with school or the complainant. The complainant will be informed of when this date is.

It is important that a complainant is told the outcome of their complaint, although any staff disciplinary, or capability, related action triggered by a complaint will be kept confidential.

The letter to the complainant will include details of how to contact the Department for Education if they are dissatisfied with the way their complaint has been handled by Greswold Primary School.

If the complaint is:

- jointly about the Chair and Vice Chair or
- the entire governing body or
- the majority of the governing body

Stage 2 will be heard by a committee of impartial governors.

The response will detail any actions taken to investigate the complaint and provide a full explanation of the decision made and the reason(s) for it. Where appropriate, it will include details of actions Greswold Primary School take to resolve the complaint.

The response will also advise the complainant of how to escalate their complaint should they remain dissatisfied.

Next Steps

If the complainant believes the school did not handle their complaint in accordance with the published complaints procedure or they acted unlawfully or unreasonably in the exercise of their duties under education law, they can contact the Department for Education after they have completed Stage 2.

The Department for Education will not normally reinvestigate the substance of complaints or overturn any decisions made by Greswold Primary School. They will consider whether Greswold Primary School has adhered to education legislation and any statutory policies connected with the complaint.

The complainant can refer their complaint to the Department for Education online at: www.education.gov.uk/contactus, by telephone on: 0370 000 2288 or by writing to:

Department for Education
Piccadilly Gate
Store Street
Manchester
M1 2WD

Roles and Responsibilities

Complainant

The complainant will receive a more effective response to the complaint if they:

- explain the complaint in full as early as possible
- co-operate with the school in seeking a solution to the complaint
- respond promptly to requests for information or meetings or in agreeing the details of the complaint
- ask for assistance as needed
- treat all those involved in the complaint with respect

- refrain from publicising the details of their complaint on social media and respect confidentiality.

Investigator

The investigator's role is to establish the facts relevant to the complaint by:

- providing a comprehensive, open, transparent and fair consideration of the complaint through:
    - sensitive and thorough interviewing of the complainant to establish what has happened and who has been involved
    - interviewing staff and children/young people and other people relevant to the complaint
    - consideration of records and other relevant information
    - analysing information
- liaising with the complainant and the complaints co-ordinator as appropriate to clarify what the complainant feels would put things right.

The investigator should:

- conduct interviews with an open mind and be prepared to persist in the questioning
- keep notes of interviews or arrange for an independent note taker to record minutes of the meeting
- ensure that any papers produced during the investigation are kept securely pending any appeal
- be mindful of the timescales to respond
- prepare a comprehensive report for the headteacher or complaints committee that sets out the facts, identifies solutions and recommends courses of action to resolve problems.

The headteacher or complaints committee will then determine whether to uphold or dismiss the complaint and communicate that decision to the complainant, providing the appropriate escalation details.

Complaints Co-ordinator (this could be the headteacher / designated complaints governor or other staff member providing administrative support)

The complaints co-ordinator should:

- ensure that the complainant is fully updated at each stage of the procedure
- liaise with staff members, headteacher, Chair of Governors, Clerk and LAs (if appropriate) to ensure the smooth running of the complaints procedure
- be aware of issues regarding:
    - sharing third party information
    - additional support. This may be needed by complainants when making a complaint including interpretation support or where the complainant is a child or young person

- keep records.

Clerk to the Governing Body

The Clerk is the contact point for the complainant and the committee and should:

- ensure that all people involved in the complaint procedure are aware of their legal rights and duties, including any under legislation relating to school complaints, education law, the Equality Act 2010, the Freedom of Information Act 2000, the Data Protection Act (DPA) 2018 and the General Data Protection Regulations (GDPR)

- set the date, time and venue of the meeting, ensuring that the dates are convenient to all parties (if they are invited to attend) and that the venue and proceedings are accessible

- collate any written material relevant to the complaint (for example; stage 1 paperwork, school and complainant submissions) and send it to the parties in advance of the meeting within an agreed timescale

- record the proceedings

- circulate the minutes of the meeting

- notify all parties of the committee's decision.

Committee Chair

The committee's chair, who is nominated in advance of the complaint meeting, should ensure that:

- both parties are asked (via the Clerk) to provide any additional information relating to the complaint by a specified date in advance of the meeting

- the meeting is conducted in an informal manner, is not adversarial, and that, if all parties are invited to attend, everyone is treated with respect and courtesy

- complainants who may not be used to speaking at such a meeting are put at ease. This is particularly important if the complainant is a child/young person, although it is only in exceptional circumstances that the governors committee will speak with a child, due to the ages of the children attending Greswold Primary School

- the remit of the committee is explained to the complainant

- written material is seen by everyone in attendance, provided it does not breach confidentiality or any individual's rights to privacy under the DPA 2018 or GDPR.
  If a new issue arises it would be useful to give everyone the opportunity to consider and comment upon it; this may require a short adjournment of the meeting

- both the complainant and the school are given the opportunity to make their case and seek clarity,

either through written submissions ahead of the meeting or verbally in the meeting itself

- the issues are addressed
- key findings of fact are made
- the committee is open-minded and acts independently
- no member of the committee has an external interest in the outcome of the proceedings or any involvement in an earlier stage of the procedure
- the meeting is minuted
- they liaise with the Clerk (and complaints co-ordinator, if the school has one).

Committee Member

Committee members should be aware that:

- the meeting must be independent and impartial, and should be seen to be so
  No governor may sit on the committee if they have had a prior involvement in the complaint or in the circumstances surrounding it. The committee will be made up of a variety of Local Authority, Co-Opted and Parent governors who fit this criteria.
- the aim of the meeting should be to resolve the complaint and achieve reconciliation between the school and the complainant
  We recognise that the complainant might not be satisfied with the outcome if the meeting does not find in their favour. It may only be possible to establish the facts and make recommendations.
- many complainants will feel nervous and inhibited in a formal setting
  Parents/carers often feel emotional when discussing an issue that affects their child.
- extra care needs to be taken when the complainant is a child/young person and present during all or part of the meeting

  Careful consideration of the atmosphere and proceedings should ensure that the child/young person does not feel intimidated.
  The committee should respect the views of the child/young person and give them equal consideration to those of adults.
  If the child/young person is the complainant, the committee should ask in advance if any support is needed to help them present their complaint. Where the child/young person's parent is the complainant, the committee should give the parent the opportunity to say which parts of the meeting, if any, the child/young person needs to attend.
  However, the parent should be advised that agreement might not always be possible if the parent wishes the child/young person to attend a part of the meeting that the committee considers is not in the child/young person's best interests.
- the welfare of the child/young person is paramount.

Complaint Form – to be used by all complainants

Please complete and return to either Headteacher or Clerk who will acknowledge receipt and explain what action will be taken.

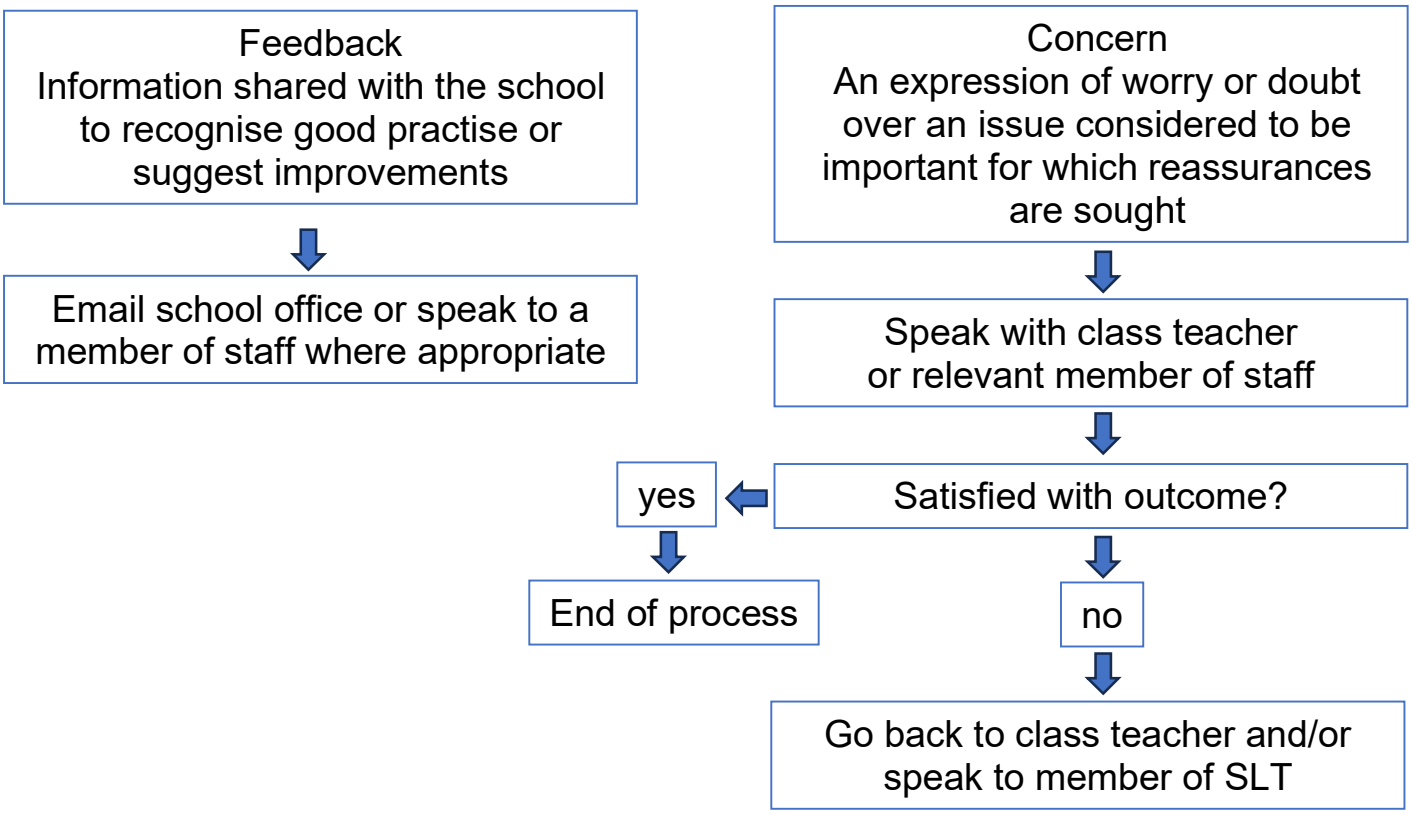
Your name:
Pupil's name (if relevant):
Your relationship to the pupil (if relevant):
Address: **Postcode:** **Day time telephone number:** **Evening telephone number:**
Please give details of your complaint, including whether you have spoken to anybody at the school about it.

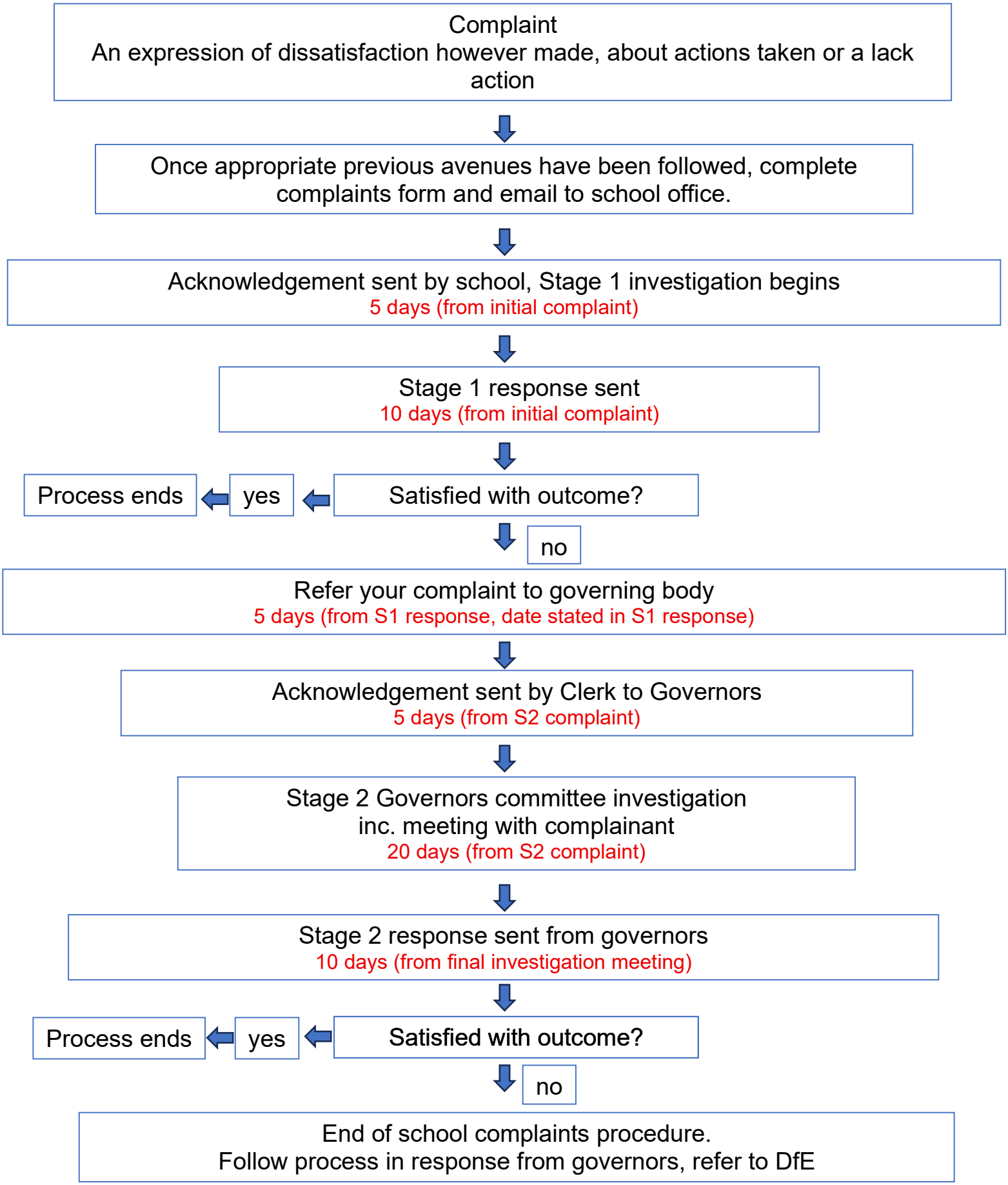
What actions do you feel might resolve the problem at this stage?
Are you attaching any paperwork? If so, please give details.
Signature: **Date:**
Official use
Date acknowledgement sent:
By who:
Complaint referred to:
Date:

The school values constructive feedback and recognises the important role that parents and carers play in raising concerns when something does not seem right. We encourage concerns to be raised promptly so that they can be understood and addressed appropriately.

At the same time, it is recognised that teachers and school staff make many professional decisions each day, often balancing the needs of individual pupils with those of the wider school community. Not every disagreement with a professional judgement will indicate that a mistake has been made. Complaints will therefore be considered carefully, fairly and objectively, with due regard to the circumstances, evidence available and the professional responsibilities of staff.

Timescales stated in the flowchart and accompanying policy are subject to change due to unforeseen circumstances, however all parties concerned will be kept informed should any such changes need to be made.




Complaint
An expression of dissatisfaction however made, about actions taken or a lack action
Once appropriate previous avenues have been followed, complete complaints form and email to school office.
Acknowledgement sent by school, Stage 1 investigation begins
5 days (from initial complaint)
Stage 1 response sent
10 days (from initial complaint)
Satisfied with outcome?
yes
Process ends
no
Refer your complaint to governing body
5 days (from S1 response, date stated in S1 response)
Acknowledgement sent by Clerk to Governors
5 days (from S2 complaint)
Stage 2 Governors committee investigation
inc. meeting with complainant
20 days (from S2 complaint)
Stage 2 response sent from governors
10 days (from final investigation meeting)
Satisfied with outcome?
yes
Process ends
no
End of school complaints procedure.
Follow process in response from governors, refer to DfE