



# All Saints CE (VC) First School, Busy Bees Nursery & Kingfisher Club

## Policy on Complaints Procedure

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These guidelines should be read in conjunction with the LEA's leaflet for parents "Your School - Compliments, Comments and Concerns" (Appendix 4). This policy complies with Section 29 of the Education Act 2002

Please also see the school's Vexatious Complaints and Complainants Policy.

## **Introduction**

At All Saints CE(VC) First School, Busy Bees and Kingfisher Club we are clear about the difference between a concern and a complaint. Taking informal concerns seriously at the earliest stage reduces the numbers that develop into formal complaints.

The main purpose of a complaints procedure is to solve problems and to give parents a means to raise issues and have them addressed. Complainants should be treated respectfully during and after the course of any complaints investigation.

All members of staff should be aware of the complaints procedure and understand:

- The importance of attempting to resolve problems before they become formal complaints.
- The importance of treating complaints respectfully.

## **Expressing Concerns**

At this informal stage the school should consider the best way of dealing with the concerns raised according to the circumstances. It is preferable for all concerned that concerns are resolved now rather than later.

## **Formal Complaints**

### **Stage 1 - The Headteacher**

It may be that the Headteacher has not been aware of the concern raised prior to this point. At this stage the Headteacher should consider whether the complainant can be satisfied without recourse to the governing body.

The response to the parent should be as described in the paragraph "outcomes" below.

Action through a complaints procedure may lead to action being initiated under other procedures. This may be disciplinary or child protection procedures and consideration should be given to this possibility at the earliest stage. In these cases the investigations under the complaints procedure will be suspended until action under the other procedures (including appeals) has been concluded. The complainant should be advised if this is the case and also informed of the likely delay in the final resolution of their complaint.

### **Stage 2 - Formal Complaint to the Governing Body**

Where complaints cannot be resolved informally each school should have a procedure for accepting complaints made to the Chair of the Governing Body. Complaints should be accepted in writing or verbally. Where a complaint is accepted verbally it should be reported back to the complainant to ensure that details have been collected correctly. (appendix 1)

The school should record when the complaint is received. A complaint should then be acknowledged in writing by, or on behalf of, the Chair of the Governing Body. The acknowledgement should include an explanation of what will happen next, time scales involved and the name of the person from whom they will next hear about the progress of the investigation.

Details of a complaint should be kept confidential except in so far as they need to be shared with people who might contribute to their resolution.

## **The Role of the Chair of Governors**

The Chair of Governors will need to consider whether the investigation can be completed by the Headteacher (who will already have been involved), the Chair him/herself, or whether to refer the complaint to a Complaints Committee of the Governing Body. If the latter course of action is followed the chair shall present a full report to the Committee and, if necessary, external advice may be sought from the Local Authority.

It would be appropriate for this committee to be made up of three Governors. The membership should not include the Headteacher and, according to the matter complained about, it may not be appropriate for certain categories of Governor to be included.

The Committee should meet at a time convenient to the members of the Committee, the Chair (who will present the report), the parent (in order that they may make representations in person) and any witnesses. (Appendix 2)

## **Outcomes**

In all cases where a complaint has been investigated the complainant will be given a written response covering:

- the complaint;
- the scope of the investigation;
- the conclusion of the investigation;
- any action which has resulted.

The Committee may wish to offer the complainant the opportunity to discuss the response.

**If the investigation upholds the complaint**, redress should be appropriate to the complaint and may include:

- An appropriate expression of regret.
- Providing the solution desired by the complaint.
- Changing the procedures to avoid future problems.

Each school will take responsibility for:

- Deciding who can take remedial action.
- Ensuring that the remedy is carried out.
- Ensuring that any remedy is within the school's powers.
- Ensuring the approach to remedies is reasonable and consistent.

**Where a complaint is not upheld** the complainant must be given a response and informed of any further action that might be appropriate in their situation. (Appendix 3)

### **Stages 3 and 4 - The role of the L.A.**

Parents do not have a general right of appeal should they disagree with the Governors' decision. They may, however, raise the matter with the Local Authority if they consider the complaint wasn't investigated properly and fairly. If the Governors have followed a proper procedure and considered the complaint reasonably the Local Authority cannot reverse their decision.

Appendix 1

Complaints and Compliments

Please complete this form and return it to the school who will then forward it to the Chair of the Governing Body. Please continue on a separate sheet if necessary.

1.

Name

2.

Address

3.

Telephone Number

Home

Work

4.

Name of Child

5.

Details of the Complaint/Compliment (please include the date or period of time to which your complaint relates and confirm whether you have already expressed your concerns informally, and to whom and when).

6.

Do you have a suggestion for change

?

Please attach copies of any more information you have to back up your complaint such as letters or report.

Signed:

Date:

## Appendix 2

Dear

(Name of Pupil)

Thank you for your letter of (*date*), making a formal complaint against the school in relation to your son/daughter (*name of pupil*). I have asked the complaints committee of the governing body to investigate your complaint and a meeting has been arranged for (*date, time and venue*). You are invited to attend the meeting to present your case in person.

Please let me know if you do not wish to attend the meeting or if the date and time is inconvenient for you. Following the meeting a written report will be sent to you confirming the findings of the committee and, if applicable, the course of action to be taken.

Yours sincerely,

Chair of Governing Body

### Appendix 3

\_\_\_\_\_ Dear

Name of Pupil

The complaints committee of the school's governing body considered your complaint at a meeting held on (date) and which you attended / did not attend (delete as appropriate).

I can now inform you that the committee's views on the complaint are as follows:-

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I trust that you feel that the meeting gave you the opportunity to express your views and that members of the committee gave full and fair consideration to your complaint.

Yours sincerely,

Chair of Governing Body

## Appendix 4

### Compliments, Comments and Concern

#### Information for Parents

#### All Saints CE (VC) First School, Busy Bees Nursery and Kingfisher Club Compliments, Comments and Concerns

Your school would like to hear from you if you:

- are happy with the service it provides and would like to compliment the staff and its pupils;
- have any suggestions about how the school can improve the quality of its provision;
- have a complaint or concern. All complaints will be taken seriously and given full and proper consideration.

#### Expressing Approval

When things go well, it is very helpful if parents express their approval. Maintenance of high levels of staff commitment, morale and motivation are essential to the provision of the best education for your child. Positive feedback really helps.

To express your approval you can write, telephone, e-mail or speak personally to staff concerned or the headteacher. Your words will be appreciated.

#### Expressing Concerns

Your child's school is committed to providing a high quality service for your child. Sometimes things may seem to go wrong which may lead you to express concerns.

**Any concerns should be raised with the member of staff concerned or the headteacher in the first instance.** If the headteacher considers it appropriate another member of staff may be asked to respond because they have a particular responsibility or are familiar with the circumstances that have caused you concern. We hope that this would be sufficient to resolve the difficulty.

#### Making a Formal Complaint

If it has not been possible to resolve a difficulty **informally** then you can ask to use the formal complaints procedure.

- **Step 1 - the headteacher**  
Having discussed your concerns you may feel it necessary to inform the headteacher that you wish to make a formal complaint. You can do this by telephoning, writing a letter or arranging an appointment to meet him/her. You will receive a written response.
- **Step 2 - the governing body**  
If you are dissatisfied with the response you can make a formal complaint to the governing body. The school will provide you with a form that you can choose to fill in for this purpose.

The form will need to be sent to the Chair of Governors. Details of how the complaint will be investigated will be included with form.

You will receive a written response from the governing body.

When considering your complaint the chair of governors may seek advice from officers of the Local Education Authority. However, you should not contact the LEA or the Secretary of State direct until Step 2 is complete.

- **Step 3 - the Local Authority**  
If you think that the governors have failed to consider your complaint properly and reasonably, you can raise the matter with the Local Education Authority. **However, it is important to understand that this is not a general right of appeal for any parent who disagrees with the governors' decision.**  
If you wish to raise the matter with the Local Education Authority please write to:  
Corporate Director  
Directorate for Children, Young People and Families County  
Education Offices  
Tipping Street Stafford  
ST16 2DH

In your letter please explain:

- a) what your complaint to the governors was;
- b) what response they have made to it;
- c) why you think that the governors have not followed a proper procedure in considering your complaint, and or;
- d) why you think that their consideration of it was unreasonable.

A member of the L.A. Education Team may wish to meet with you but will, in any case, write to you to inform you of the outcome.



