

Policy on Complaints



Next review: Summer 2024

Bussage Primary School is a Church of England Voluntary Aided Primary School and this policy is written within the context of the Christian faith, practice and values which underpin our ethos, and which are in keeping with our Trust Deed.

Our school's Christian ethos is that all pupils, whatever their ability or talents, are created in the image of God, and are loved equally by him.

Our school's mission is to provide a learning and development environment in which all pupils and staff can make the most of their God given potential and aspire to "be the best that they can be."

Our school vision is built upon the four cornerstones of WISDOM, HOPE, COMMUNITY and DIGNITY.

		Delegation and Review	
Statutory	Yes	Max. Permitted	Not specified
Web-Site	Yes	Determined	Committee
Owner	PD Committee	Review	Not specified (Rec annual)
Principle Author	Governor	Frequency	3 Years
Committee	Personal Development		

Introduction

Listening to our community is important in shaping how we operate our school. This includes any concerns or complaints which we are made aware of. The school will take any complaint seriously. Every complaint needs to be dealt with and will also usually provide lessons to be learned or opportunities for improvement. The school aims to be fair, open and honest when dealing with any complaint giving careful consideration to all complaints and dealing with them effectively and as swiftly as possible. The aim is to resolve any complaint through dialogue and mutual understanding and in all cases putting the interests of children first. There will be sufficient opportunity for any complaint made to be fully discussed and resolved.

Also, In accordance with Section 29(1) of the Education Act 2002, all maintained schools and maintained nursery schools must have and publish procedures to deal with all complaints relating to their school and to any community facilities or services that the school provides, for which there are no separate (statutory) procedures.

The statutory guidance can be found here:

<https://www.gov.uk/government/publications/school-complaints-procedures/best-practice-advice-for-school-complaints-procedures-2019>

This document contains our policy and procedure to meet these requirements.

Schools are also required to publish how it will handle complaints from parents with special educational needs and/or disabilities (SEND) about the support that the school provides. This policy covers those types of concerns / complaints also but, in this case, parents are also referred to our SEND Policy.

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 Bussage Primary School about any provision of facilities or services. Unless complaints are dealt with under separate statutory procedures (such as appeals relating to exclusions or admissions), we will use this complaints procedure.

Designated Complaints Co-ordinator and Principle Investigator

The School Business Manager is our designated Complaints Co-ordinator except where the concern or complaint is about the Headteacher, the school office or the complainant has expressed some difficulty dealing with the Headteacher or school office in which case the Clerk to the Governors fulfils this role. In the event of the School Business Manager being unavailable to fulfil this role, the Headteacher will do so.

The Headteacher will fulfil the role of Principal Investigator for all formal complaints (except where the complaint is about the Headteacher or the complainant has expressed some difficulty dealing with the Headteacher).

Throughout this document, where the Headteacher is named as performing some action, the Chair of Governors is to be substituted where the Headteacher cannot fulfil this role, e.g. for the

reasons set out above. The document also contains provisions for where the complaint is associated with the Chair and/or Vice Chair of Governors or Governing Body.

The difference between a concern and a 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'*.

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 complaints procedure. Bussage Primary School takes concerns seriously and will make every effort to resolve the matter effectively and 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, the designated Complaints Co-ordinator will refer you to another staff member. Similarly, if the member of staff (e.g. class teacher) approached feels unable to deal with a concern, they will refer you to the designated Complaints Co-ordinator who may identify another staff member for you to talk to. The member of staff may be more senior but does not have to be. The ability to consider the concern raised objectively and impartially is more important.

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

How to raise a concern or make a complaint

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 from the complainant to do so.

Concerns should be raised with either the class teacher, or in the case of children with special educational needs and/or disabilities, the SENDCO) or the Headteacher. If the issue remains unresolved, the next step is to make a formal complaint.

Complainants should not approach individual governors to raise concerns or complaints. They 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 designated Complaints Co-ordinator 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 to the Clerk to the Governing Body via the school office. Please mark them as Private and Confidential.

For ease of use, 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 Citizens' Advice to help you.

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. Please ask if you have any such needs.

Anonymous complaints

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

Timescales

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 Bussage Primary School, other than complaints that are dealt with under other statutory procedures, including those listed in the table below:

Exceptions	Who to contact
<ul style="list-style-type: none">• 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 Gloucestershire County Council: https://www.gloucestershire.gov.uk/council-and-democracy/complaints-and-feedback/complaints-about-schools/
<ul style="list-style-type: none">• 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

	<p>local responsibility for safeguarding or the Multi-Agency Safeguarding Hub (MASH): https://www.gloucestershire.gov.uk/gscp/contact-us/.</p>
<ul style="list-style-type: none"> Exclusion of children from school* 	<p>Further information about raising concerns about exclusion can be found at: www.gov.uk/school-discipline-exclusions/exclusions. <i>*Complaints about the application of the behaviour policy can be made through the school’s complaints procedure. Our Behaviour Policy is published on our school web-site and is also available from the school office on request.</i></p>
<ul style="list-style-type: none"> Whistleblowing 	<p>We have an internal whistleblowing procedure for all our employees, including volunteers 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 directly with their employer. Referrals can be made at: www.education.gov.uk/contactus. 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.</p>
<ul style="list-style-type: none"> Staff grievances 	<p>Complaints from staff (including volunteers) will be dealt with under the school’s internal grievance procedures.</p>
<ul style="list-style-type: none"> Staff conduct 	<p>Complaints about staff will be dealt with under the school’s internal disciplinary procedures, if appropriate. Complainants will not be informed of any specific disciplinary action taken against a staff member as a result of a complaint. However, the complainant will be notified in general terms about how the matter is being addressed.</p>
<ul style="list-style-type: none"> Complaints about services provided by other providers who may use school premises or facilities 	<p>Providers should have their own complaints procedure to deal with complaints about service. Please contact them direct. As a school we can facilitate this contact if required but cannot get involved in dealing with complaints about their activities except where the complaint has an impact or potential impact on the school (in which case this complaints procedure should be used).</p>
<ul style="list-style-type: none"> National Curriculum - content 	<p>Please contact the Department for Education at: www.education.gov.uk/contactus.</p>

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 Bussage 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, Bussage Primary School wants to resolve the complaint as positively and amicably as possible. If appropriate, we will acknowledge that the complaint is upheld in whole or in part.

If we uphold or partially uphold a complaint, we may additionally 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.

If we do not uphold a complaint we will give our reasons for not doing so.

Withdrawal of a Complaint

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

Formal Procedure - Stage 1

Formal complaints must be made via the designated Complaints Co-ordinator (unless they are about them), via the school office. This may be done in person, in writing (preferably on the Complaint Form enclosed), or by telephone.

The designated Complaints Co-ordinator will record the date the complaint is received and will acknowledge receipt of the complaint in writing (either by letter or email) within 5 school days.

Within this response, the designated Complaints Co-ordinator will, as necessary, seek to further clarify the nature of the complaint, ask what remains unresolved and what outcome the complainant would like to see.

The Headteacher will act as the principal investigator for all formal complaints (except where they are not eligible to do so - see above) consider whether a face to face meeting is the most appropriate way of doing this. In situations where the formal complaint is about provision for a child with special education needs and/or disabilities, the Headteacher will always include the SENDCO in the investigation process except where the complaint is about the SENDCO.

Note: The Headteacher may delegate this role to another member of the school's Senior Leadership Team but not the decision to be taken about the outcome of the complaint.

During the investigation, the 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 the investigation, the Headteacher will decide the outcome of the complaint and the designated Complaints Co-ordinator will provide a formal written response within 20 school days of the date of receipt of the initial complaint.

If the school is unable to meet this deadline, the designated Complaints Co-ordinator will provide the complainant with the reasons for delay, 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 Bussage Primary School will take to resolve the complaint.

The designated Complaints Co-ordinator will advise the complainant of how to escalate their complaint should they remain dissatisfied with the outcome of Stage 1 (See Stage 2).

If the complaint is about the Headteacher or a member of the Governing Body (including the Chair or Vice-Chair), a suitably skilled governor who is independent will be appointed to complete all of the actions at Stage 1. To be independent, this governor may need to be from another local school. Independence, impartiality and objectivity are key.

Complaints about the Headteacher or member of the Governing Body must be made to the Clerk to the Governors, 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

then Stage 1 will be considered by an independent investigator appointed by the Governing Body and/or by the Diocese of Gloucester (Education Department). At the conclusion of their investigation, this independent investigator will provide a formal written response to the complainant.

Formal Procedure - 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 – by referring it to the Governing Body's complaints appeals committee, which will be formed of the first three, impartial, governors available.

A request to escalate to Stage 2 must be made by the original complainant to the Clerk to the Governors, via the school office, within 10 school days of receipt of the Stage 1 response.

Requests received outside of this time frame will only be considered if exceptional circumstances apply.

The Clerk to the Governors will record the date the complaint is received and acknowledge receipt of the complaint in writing (either by letter or email) within 10 school days.

The Clerk will write to the complainant to inform them of the process that will be followed and the date of any meetings which are proposed. They will aim to convene a meeting of the complaint appeals committee within 20 school days of receipt of the Stage 2 request and they will keep the complainant informed of process and timescales.

The committee will consist of at least three governors with no prior involvement or knowledge of the complaint. Prior to the meeting, they will decide amongst themselves who will act as the Chair of the committee. If there are fewer than three such governors from Bussage 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, if these options are not viable, an entirely independent committee may be convened by the Clerk to hear the complaint at Stage 2.

This 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 serially rejects three proposed meeting dates, without good reason, the Clerk will decide when to hold the meeting in the complainant's absence on the basis of written submissions and any other documentary evidence.

If the complainant is invited to attend a meeting of the committee, 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 specific outcomes will not be shared with the complainant.

Representatives from the media are not permitted to attend.

At least 15 school days before the meeting, the Clerk will:

- confirm and notify the complainant and other required participants of the date, time and venue of the meeting, ensuring that, if the complainant is invited, the dates are convenient to all parties and that the venue and proceedings are accessible
- request copies of any further written material to be submitted to the committee at least 10 school days before the meeting.

Any written material will be circulated by the Clerk to all parties at least 5 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. New or revised complaints must be dealt with from Stage 1 of this 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 are recorded. Any such consent will be recorded in minutes taken of the meeting.

The committee will consider the complaint and all the evidence presented.

In terms of outcome, 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 Bussage Primary School with a full explanation of their decision and the reason(s) for it, in writing, within 10 school days.

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

If the complaint is:

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

then Stage 2 will be heard by a committee of independent governors (i.e. governors from another completely independent school).

This is the last stage of the school's complaints procedure and, as far as the school is concerned, the outcome at this stage is final.

(But see also Duplicate Complaints, Complaint Campaigns and Serial and/or Unreasonable or Vexatious Complaints below).

If a Complainant Remains Dissatisfied

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 (but only after they have completed Stage 2).

The Department for Education will not normally reinvestigate the substance of complaints or overturn any decisions made by Bussage Primary School. They will consider whether Bussage 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.

Duplicate complaints

If, after closing a complaint at the end of the complaints procedure, we receive a duplicate complaint from, for example:

- a spouse
- a partner
- a grandparent
- a child

if the complaint is about the same subject, we will inform the new complainant that the school has already considered that complaint and the local process is complete. We will advise the new complainant to contact the Department for Education (see above) if they are dissatisfied with the school's handling of the original complaint.

We will take care not to overlook any new aspects to the complaint that we may not have previously considered. Any such aspects will be linked back to the original complaint but also fully and separately investigated and dealt with according to this procedure.

Complaint campaigns

Sometimes schools may become the focus of a campaign and receive large volumes of complaints:

- all based on the same subject
- from complainants unconnected with the school

These types of complaints will be dealt with differently, depending on their nature. The Headteacher and the Chair of Governors will decide how to handle such complaints on a case by case basis. We will normally also involve the Chair of the Communications Committee in this decision.

Possible actions could include:

- sending out a standardised template response to all complainants
- publishing a single response on our school's website

In these responses, we will always also signpost complainants to the Department for Education (see above) in the event that they're dissatisfied with our response.

Serial, Unreasonable and/or Vexatious Complaints

Virtually all communications of all kinds with and within our school are reasonable and respectful of our role, our staff and our procedures. However, there is a small risk that we may need to manage unreasonable or persistent contact not directly associated with, or resulting from, formal complaints and our policy needs to cover this. This section sets out how we will address such situations in the unlikely event that they occur.

Bussage Primary School 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.

Bussage Primary School 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, for example, if the complainant:

- 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 co-operate with the complaints investigation process
- refuses to accept that certain issues are not within the scope of the complaints procedure
- insists on the complaint being dealt with in ways which are incompatible with the complaints procedure or with good practice
- introduces trivial or irrelevant information which they expect to be taken into account 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 Department for Education
- 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 that relates to their complaint, while the complaint is being progressed. It is not helpful if repeated correspondence is sent (either by letter, phone, email or text), as it could delay the outcome being reached.

Whenever possible, the Headteacher (or, where appropriate, the Chair of Governors) will discuss any concerns with the complainant informally before applying an '*unreasonable*' marking.

If the behaviour continues, the Headteacher (or, where appropriate, the Chair of Governors) will write to the complainant explaining that their behaviour is unreasonable and ask them to change it.

For complainants who excessively contact Bussage Primary School 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 Bussage Primary School premises.

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 or elsewhere and respect confidentiality.

Principal 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, for Stage 2, the complaints appeals committee that sets out the facts, identifies solutions and recommends courses of action to resolve problems.

Designated Complaints Co-ordinator

The Complaints Co-ordinator should:

- every informal concern notified is recorded and dealt with effectively as per this procedure ensuring that any person raising a concern is aware that if they are not satisfied they can complain formally and provide them with a copy of this document.
- every formal complaint is recorded and dealt with effectively as per this procedure.
- ensure that the complainant is fully updated at each stage of the procedure
- liaise with relevant staff members, the Headteacher, Chair of Governors, Clerk and LAs (as 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 appeals 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 any 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 the stated (or otherwise agreed) timescales
- minute the proceedings (not actually record them unless all parties agree ensuring that any such agreement is properly documented in the minutes)
- circulate the minutes of the meeting
- communicate the committee's decision to all parties.

Appeals Committee Chair

The Committee's Chair, who is nominated by the committee itself in advance of any complaint meeting, as well as fulfilling all of the obligations of a Committee Member (see below) should also ensure that:

- all 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 a kindly but formal manner, is not adversarial, and that, everyone is treated by the panel and by one another 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
- 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 the school's Designated Complaints Co-ordinator).

Committee Members

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 aim of the committee should be to resolve the complaint and to achieve the best reconciliation possible between the school and the complainant

We recognise that the complainant might not be satisfied with the outcome if the process 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 they are 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 and is set a good behaviour model by the committee and proceedings.

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.



Bussage C of E (Aided) Primary School

Complaint Form

Please complete and return to the school office, **marked as PRIVATE AND CONFIDENTIAL** addressed to either the Headteacher (as our designated Complaints Co-ordinator) or to the Chair of Governors (where the complaint concerns the Headteacher) who will acknowledge receipt and explain what action will be taken.

Your name:		
Your Address:		
Daytime telephone number:		
Evening telephone number:		
Relationship with school e.g. parent of a child on the school's roll		
Child's name (if relevant to your complaint):		
<p>Please give concise details of your complaint. Also please include dates, names of any witnesses etc to allow the matter to be fully investigated: <i>(You may continue on separate paper, or attach additional documents, if you wish).</i></p>		
Number of additional pages attached		

What action, if any, have you already taken to try to resolve your complaint? (i.e. who have you spoken with or written to and what was the outcome?)

What actions do you feel might resolve the problem at this stage?

Signature:

Date:

School use:			
Received by:		Date	
Acknowledgement sent by:		Date	
Complaint referred to:			
Name		Date	
Name		Date	
Name		Date	