



Barrowby Church of England Primary School

Complaints Policy

1. Introduction

- 1.1 All maintained schools in England are required to have a procedure in place for dealing with complaints relating to the school and any community facilities or services that the school provides. There are certain complaints which fall outside of this procedure because there are established statutory or other prescribed procedures available, for example: staff grievances or disciplinary procedures; school admissions; exclusions; statutory SEN assessments; Child Protection procedures; public examinations; school reorganisation proposals.
- 1.2 In this school all staff are dedicated to giving all children the best possible education and caring properly for their health, safety and welfare at all times. We are committed to working closely with parents/carers and believe that school and parents/carers must work together in partnership, each carrying out their own particular responsibilities to help pupils gain the most from their time in school. We also desire to have good relations with our neighbours and the wider community.
- 1.3 All queries or complaints are dealt with in accordance with this policy, including those relating to SEND.
- 1.4 Whether you are a parent/carer, or member of the wider community, if you feel that something is not going quite as you would like, that we are doing something that you are not happy about, or not doing something that you feel we should, please tell us about it.

2. The First Step – Informal

- 2.1 Please arrange to discuss any concerns with your child's class teacher, if you are a parent/carer, or with the particular teacher concerned. We hope that most problems can be sorted out this way. If you are not the parent/carer of a child at our school, please start at the second step by making contact with the Headteacher to discuss your concerns.

3. The Second Step – Informal

- 3.1 If, after speaking to your child's teacher, and having allowed sufficient time to deal with the issue, you do not feel that your concern has been properly dealt with, or if your concern is about the conduct of a particular teacher, then you should discuss the matter with that teacher's manager.
- 3.2 In our school this is the Headteacher. In almost all cases we can sort things out satisfactorily in this way. If your concern is with regard to a broader school issue, you should contact the Headteacher direct.

4. The Third Step – Formal

- 4.1 If your attempts to resolve the matter informally have not been successful, you should make a formal written complaint to the Headteacher. If your complaint is

about the conduct of the Headteacher, you should make a formal written complaint to the Chair of Governors, addressing your envelope to the Clerk to Governors, care of the school's address. If for some reason you do not feel able to put your complaint in writing, please contact the school office to arrange an alternative means of capturing your complaint.

- 4.2 You will receive an acknowledgement from the Headteacher or Chair of Governors within five school working days. The acknowledgement letter will also indicate the date by which you can expect to receive the Headteacher's / Chair of Governors written response to your formal complaint letter. This will normally be within ten school working days from the date of the acknowledgement letter.

5. Taking Matters Further – Governors' Review

- 5.1 If you are dissatisfied with the Headteacher's response to your formal complaint letter, or if your complaint is about the conduct of the Headteacher and you are dissatisfied with the Chair's written response, then you will need to contact the Clerk to Governors who will convene the Governors' Complaints Committee.
- 5.2 You should send written details of your complaint, with any correspondence and evidence to support your complaint, to the Clerk to the Governors at the school address. If, for some reason, you do not feel able to do so, you should contact the Clerk, via the school, who will record your complaint as a statement for you to sign.
- 5.3 The Clerk to Governors will write to acknowledge receipt of your complaint within five school working days. The acknowledgement letter will explain the process which is to be followed and the expected timescale for that process – please see the section 'Governors' Complaints Committee Procedure'. Where your complaint is considered under written representations, this process may take up to twenty-eight school working days to allow for the collection of representations and evidence.
- 5.4 The Governors' Complaints Committee will consider your complaint and write to advise you of the outcome within the timescale provided by the Clerk to Governors.

6. Complaints Against Individual Governors

- 6.1 For complaints against the Chair of Governors, or any other individual governor, you should send written details of your complaint, with any correspondence and evidence to support your complaint, to the Clerk to the Governors at the school address. If, for some reason, you do not feel able to do so, you should contact the Clerk, via the school, who will record your complaint as a statement for you to sign.
- 6.2 The Clerk to Governors will acknowledge receipt of your complaint within five school working days, and initiate the correct process. The Chair of Governors will consider complaints against an individual governor and the Vice Chair will consider complaints against the Chair of Governors.
- 6.3 The appropriate governor will consider your complaint and write to advise you of the outcome within ten school working days. There will be no further internal right of appeal for complaints against individual governors.

7. Complaint Procedure Timescales

- 7.1 We will use our best endeavours to address complaints in a timely and efficient manner; however, there will be times when timescales may need to be adjusted. If, at any stage of the process, we believe we are unable to meet the timescales which have been provided to you, the Clerk will contact you to explain the reasons for any delay and to provide you with a new timescale for the conclusion of that part of the process.

8. External Appeal

- 8.1 The decision of the Governors' Complaints Committee is normally final; however, if you are dissatisfied with their response, or you have a complaint about the governing body itself, you may be able to take your complaint to an external body.
- 8.2 For certain complaints about schools maintained by the Local Authority (State Schools), complainants can write to the Secretary of State for Education. You must do this in writing, either by post to:

School Department 2 nd Manchester M1 2WD	Floor,	Complaints for Piccadilly	Unit Education Gate
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Or, by using the online School Complaints form. This can be accessed at:

<https://www.gov.uk/complain-about-school>

- 8.3 You should be aware that the School Complaints Unit (SCU) will usually only consider a complaint once the school's internal processes have been exhausted. The SCU will examine whether the complaints policy and any other relevant policies were followed in accordance with the provisions set out. The SCU will also examine whether the school's policies adhere to education legislation. The SCU will not usually re-investigate the substance of the complaint.
- 8.4 Please note that, unless your complaint is about the governors' response or lack of response, or about the governing body as a whole, your complaint will generally have to be considered first by the governing body of the school.

9. Governors Complaints Procedure

9.1 General Principles

- If a person is not satisfied with the response from the Headteacher regarding a complaint or if a complaint is about the Headteacher, then he/she is entitled to take the complaint to the Governing Body's Complaints Committee. If a person is not satisfied with the response from the Headteacher, or from the Chair of Governors if the complaint is about the Headteacher, then he/she is entitled to take the complaint to the Governing Body's Complaints Committee.
- All complaints to the Governing Body's Complaints Committee must be in writing and should include full details of the complaint, along with any supporting evidence. This should be sent to the Clerk to the Governors, care of the school.

The Clerk will then ensure the complaints process is started as soon as practicable. If for some reason you do not feel able to put your complaint in writing, please contact the Clerk to arrange an alternative means of capturing your complaint.

- A minimum of three governors should be selected from a bank of nominated governors to form the Complaints Committee to consider the complaint. The Chair of Governors will not usually sit on this committee. Those governors chosen should ideally have no knowledge whatsoever of the details surrounding the complaint or of the complainant themselves. The Complaints Committee can choose its own Chair.
- It is appreciated that it may not always be possible to find governors with no knowledge at all. However, the Governing Body should use their best endeavours to find governors who are as impartial as can be. If this proves particularly difficult in any given case, the Clerk to Governors should contact Governor Support for further advice on how to proceed as help may be found from a different school or the Diocese (if applicable).
- Once the Complaints Committee has been formed, members of the Complaints Committee must ensure they are familiar with the school's complaints procedure. They must then decide how they wish to consider the complaint.
- Governors will presume to consider the complaint through written representations as the norm, however, governor's should be sensitive to the needs of the complainant and the best method of representation (written or oral) should be chosen to ensure that the complaint can be effectively communicated to governors so that it can be understood and then decided upon. It is the governor's choice as to how they wish to hear the complaint.

10. Written Representations

- The Clerk to the Governors will write to the complainant, outlining the procedure.
- The complaint will be forwarded to the Headteacher who will then have 7 school working days in which to respond.
- That response will then, in turn, be sent to the complainant for comment, any responses to be provided within 7 school working days.
- Finally, that response will go to the Headteacher who has 7 school working days in which to respond to the Clerk.
- A copy of the Headteacher's final response should be sent to the complainant with the advice that it is only for their information and that any further response will not be considered except in exceptional circumstances.
- All the responses are then put before the Complaints Committee for consideration.

- For the avoidance of doubt, all communication should be through the Clerk to the Governors, neither party should send their response to the other directly.

11 Oral Hearings

11.1 If the governors choose to have an oral hearing, the Clerk to Governors will invite the complainant to attend a meeting where they will be able to put their complaint personally to the Governors' Complaints Committee. The complainant should receive no fewer than ten (calendar) days' notice of the meeting. The complainant should also be advised that they have the right to submit any further information or documentation relevant to the complaint and that this information should be received in sufficient time for it to be provided to the Committee at least five school working days before the hearing. They should also be informed that any written materials will be provided to the Headteacher in advance of the hearing. Recording devices are not permitted and all parties should be made aware of this prior to and at the start of the meeting.

- The Clerk to Governors should inform the Headteacher of the time and date of the meeting, invite him/her to attend and provide all the details of the complaint available at that time, so that the Headteacher can provide a written report in response to the complaint. This report should be provided at least five school working days before the meeting so it can be shared with all parties.
- The Headteacher should attend the oral hearing to respond to the complaint. Teachers should not attend. If their evidence is needed, it should either be obtained via the Headteacher or, where this is not appropriate, by a governor either before or after the meeting with the complainant. Written evidence should generally be made available to all parties at least five school working days in advance of the hearing, subject to any data protection constraints. Governors should seek advice from the Legal Services Officer with responsibility for Data Protection matters if there are concerns about which materials can be shared. The governors will only make a decision about the complaint once they have heard the complainant's and the school's evidence.
- The structure of such a meeting should be flexible. It is anticipated, however, that it will follow a similar process to admission appeals. The Chair of the Committee should outline the procedure. The complainant will then present his/her case. The Complaints Committee should have familiarised themselves with the written complaint before the meeting opens and will then have an opportunity to ask any questions, as will the Headteacher. The Headteacher should then respond to the complainant, following which both the complainant and the Committee will have the opportunity to ask questions. Each party can then be asked to summarise their position in brief. Both parties will then leave to allow the Committee members to make their decision in private. The complainant and the Headteacher should enter and leave the room at the same time; neither should be alone with the Committee.

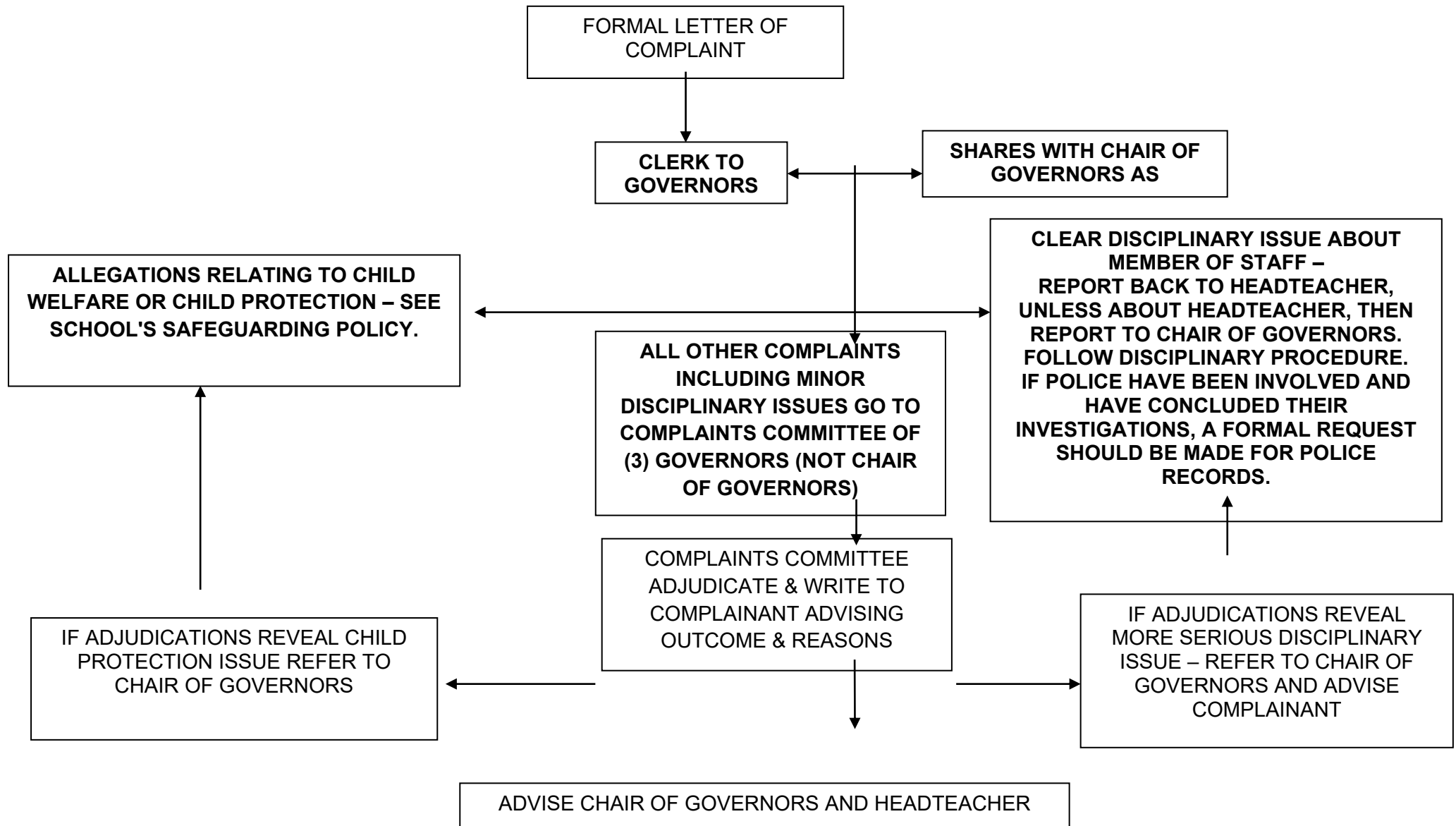
- Both the complainant and Headteacher are entitled to bring a representative with them if they wish. Although it would not normally be necessary, either party may bring a legal representative if they wish. Either party intending to bring a representative would be expected to contact the Clerk to the Governors before the hearing to notify them.
- 11.2 The hearing should be clerked and the DfE advise that it is best practice to share copies of the minutes with all parties involved in the hearing; affording them a reasonable opportunity to agree and if necessary challenge their content.
- 12. Adjudications**
- 12.1 Regardless of which method is adopted, the Complaints Committee should take a robust approach and not simply endorse the decision of the Headteacher without any consideration of the evidence.
- 12.2 The Complaints Committee must have all the evidence they feel is necessary for them to make their decision. If they are not satisfied, and require further evidence from either party, they should adjourn and request that information. The Complaints Committee should only make their decision if they are satisfied they have sufficient evidence with which to make a final decision.
- 12.3 The decision of the Complaints Committee should be given to the complainant in writing within 5 school working days of the decision being agreed. Providing the procedures as laid down in the complaints policy are followed then there is no right of appeal following this decision.
- 12.4 The decision letter should outline the nature of the complaint, the factors taken into consideration and the decision of the Complaints Committee. In the case of written representations, the decision letter should be sufficiently thorough so as to obviate the need for minutes to include any other information.
- 12.5 Under the Data Protection Act, complainants can request to have sight of all documents relating to their complaint, subject to restrictions as detailed in LCC guidance 'Disclosure of Information to Parents and Others'.

It is important that the complaint and associated papers are not attached to a child's file as they do not relate to the child.

Schools are advised to keep a central register of complaints received. The DfE advises that the monitoring and review of complaints can be a useful tool in evaluating a school's performance.

FORMAL COMPLAINT TO GOVERNORS

This action should only be taken once the Headteacher has responded in writing to a formal complaint OR if the complaint is about the Headteacher / if the Chair of Governors has responded in writing to a complaint about the Headteacher.



OTHER MATTERS

13. Safeguarding Concerns

Please refer to the school's safeguarding policy.

14. Time Limits for Raising Complaints

- 14.1 You should make the school aware of your complaint as soon as possible after the matter or incident has occurred that you wish to complain about. Usually, we would expect you to do this within three months of the incident occurring and if you do not contact the school within that time, we will not usually consider your complaint.
- 14.2 If your complaint relates to a continuing act, then occurrences outside of the three month time limit will usually be considered alongside the more recent occurrence.
- 14.3 If you feel there are exceptional circumstances that have prevented you from meeting the time limit, you can provide an explanation of these circumstances along with your complaint so that Governors can consider them.
- 14.4 The final decision rests with Governors as to whether your complaint will be considered when it is raised outside of the three month time limit. In addition, where your child is no longer on roll at the school and your complaint is considered exceptionally, it will usually only be possible to have your complaint considered under the final stage of the school's procedure.

15. Managing Serial and Unreasonable Complaints

- 15.1 Barrowby CE 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.
- 15.2 Barrowby CE 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, such as, 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.

15.3 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.

15.4 Whenever possible, the headteacher or Chair of Governors will discuss any concerns with the complainant informally before applying an 'unreasonable' marking.

15.5 If the behaviour continues, the headteacher will write to the complainant explaining that their behaviour is unreasonable and ask them to change it. For complainants who excessively contact Barrowby CE 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.

15.6 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 Barrowby CE Primary School .

16. Complaints Policy Review

This policy is reviewed by the Head teacher, staff and Governors in accordance with Barrowby School's Policy and Review Cycle for approval by the Full Governing Body, annually.

Last reviewed: September 2025

Next review: September 2026