

# King Edwin Primary & Nursery School

## Complaints Policy



This policy was reviewed and approved in October 2017 by:  
Andy Callaghan-Wetton (Headteacher)  
Dick Empson (Governor)

This policy is reviewed biennially  
Date of next review: Autumn Term 2019

### General Principles

- Concerns or complaints relating to the school or the services that it provides will be properly investigated and resolved.
- Concerns or complaints made anonymously will not be investigated unless there are exceptional circumstances.
- To enable a proper investigation, concerns or complaints should be brought to the attention of the school as soon as possible after the event.

### Raising a concern or complaint

#### Informal Stage

- It is normally appropriate to communicate directly with the member of staff concerned through the school's normal procedures. Many concerns can be resolved by simple clarification or the provision of information and it is anticipated that most complaints can be resolved at this informal stage.
- In the case of serious concerns it may be appropriate to address them directly to the Head Teacher (or to the Chair of Governors, if the complaint is about the Head Teacher).

#### Formal Stage

- When a complaint is not resolved at the informal stage the complaint may be put in writing. Using the form provided, the complaint should be sent to the Head Teacher, who will ensure that it is investigated appropriately. If the complaint is about the Head Teacher, the complaint should be sent to the Chair of Governors.
- Details which might assist the investigation, such as names of potential witnesses, dates and times of events and copies of relevant documents should be included with the complaint. It is very important that a clear statement is made of the actions that complainants would like the school to take to resolve concerns. Without this, it is much more difficult to proceed.

- The completed form should be placed in a sealed envelope and handed in to the school office. The envelope should be addressed to the Head Teacher, or to the Chair of Governors, as appropriate.
- The Head Teacher (or Chair) may invite complainants to a meeting to clarify concerns and to explore the possibility of an informal resolution. Complainants may be accompanied by a friend to assist in explaining the nature of the concerns.
- It is possible that complaints will be resolved through a meeting with the Head Teacher (or Chair). If not, arrangements will be made for the matter to be fully investigated, using the appropriate procedure. In any case complainants will be informed in writing, usually within five days of the school receiving the complaint, of how the school intends to proceed. This notification should include an indication of the anticipated timescale.
- Any investigation will begin as soon as possible and when it has been concluded, complainants will be informed in writing of its conclusion.
- If a complainant is not satisfied with the manner in which the process has been followed, he/she may request a review by the governing body of the process followed by the school in handling the complaint. Any such request must be made in writing to the Chair of Governors, within ten school days of receiving notice of the outcome and include a statement specifying any perceived failures to follow the procedure. The procedure described below will be followed. A Review Request Form is provided.

## Review Process

- Any review of the process followed by the school will be conducted by a panel of three members of the governing body. This will usually take place within ten school days of receipt of your request.
- The review will normally be conducted through a consideration of written submissions but reasonable requests to make oral representations will be considered sympathetically.

## Attachments

- 1 Formal Complaint Form
- 2 Complaint Review Request Form

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## FORMAL COMPLAINT FORM

Please complete this form and return it to the school office, addressed to the Head Teacher or Chair of Governors who will acknowledge its receipt and inform you of the next stage in the procedure.

Name and Address:

Telephone numbers:

Daytime:

Evening:

email address:

Relationship with school (e.g. parent of a pupil on the school roll):

Pupil's name (if relevant to your complaint):

Please give concise details of your complaint, (including dates, names of witnesses, etc), to allow the matter to be fully investigated:

You may continue on separate paper, or attach additional documents, if you wish.

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:	
Form received by: .....	on .....
Acknowledgement sent by: .....	on .....
Complaint referred to:	Date:

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## COMPLAINT REVIEW REQUEST FORM

Please complete this form and return it to the Head Teacher or Chair of Governors, who will acknowledge receipt and inform you of the next stage in the procedure.

Name and Address:

Telephone numbers:

Daytime:

Evening:

email address:

I submitted a formal complaint to the school on ..... and am dissatisfied by the procedure that has been followed.

My complaint was submitted to ..... and I received a response from ..... on .....

I have attached copies of my formal complaint and of the response(s) from the school.

I am dissatisfied with the way in which the procedure was carried out, because:

You may continue on separate paper, or attach additional documents, if you wish.

Number of additional pages attached -

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

Signature:

Date:

School use:

Form received by: ..... on .....

Acknowledgement sent by: ..... on .....

Request referred to:

Date: