

# INFORMAL COMPLAINT

Complainant should raise the complaint asap with relevant member of staff or headteacher either in person, letter, telephone or email



The school will acknowledge informal complaint within 5 school days



School to investigate and provide a response within 5 school days



The informal stage will involve a meeting between the complainant and relevant staff member as appropriate.



If requested, a written response will be provided by the school within 10 school days following the informal meeting



If not resolved informally it will be escalated to a formal complaint



If complainant is satisfied, that is end of the complaint

## FORMAL COMPLAINT

Formal complaint raised by letter, email, telephone, in person or by a third party and should provide details eg. relevant dates, times and names of witnesses of events, alongside copies of any relevant documents and what they feel would resolve the complaint



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 school days.



Headteacher will call a meeting to clarify concerns and seek a resolution. The complainant may be accompanied to this meeting, and should inform the school of the identify of their companion in advance. In certain circumstances, the school may need to refuse a request for a particular individual to attend any such meeting – for example, if there is a conflict of interest. If this is the case, the school will notify the complainant as soon as they are aware, so that the complainant has the opportunity to arrange alternative accompaniment.



The headteacher will then conduct their own investigation. The written conclusion of this investigation will be sent to the complainant within 10 school days



If complaint is satisfied, that is the end of the complaint

If the complaint wishes to proceed to the next stage, they should inform clerk to the governors within 5 days by letter, telephone, in person or through a third party



The clerk will need details of the complaint as set out above, as well as details from the complainant on how they feel the previous stage of the procedure has not addressed their complaint sufficiently, and what they feel would resolve the complaint.



The clerk will acknowledge receipt of the request within 5 working days.

## GOVERNOR REVIEW PANEL

Governing body to get 3 governors who didn't have knowledge of the complaint. They will then have access to the existing record of the complaint's progress and governors to select a chair amongst themselves. If there are not enough governors the clerk will contact governor services to ask for more governors



The clerk will aim to find a date within 15 school days of the request, where possible.



If the complainant rejects the offer of 3 proposed dates without good reason, the clerk will set a date. The hearing will go ahead using written submissions from both parties. Any written material will be circulated to all parties at least 2 school days before the date of the meeting.



The complainant must be allowed to attend the panel hearing and be accompanied by a suitable companion if they wish. We don't encourage either party to bring legal representation, but will consider it on a case-by-case basis. At the meeting, each individual will have the opportunity to give statements and present their evidence, and witnesses will be called as appropriate to present their evidence.

The panel, the complainant and the school representative will be given the chance to ask and reply to questions. Once the complainant and school representatives have completed presenting their cases, they will be asked to leave and evidence will then be considered.



The school will inform those involved of the decision in writing within 10 school days. The committee can

- Uphold the complaint, in whole or in part
- Dismiss the complaint, in whole or in part

If the complaint is upheld, the committee will:

- Decide the appropriate action to resolve the complaint
- Where appropriate, recommend changes to the school's systems or procedures to prevent similar issues in the future



If the complainant is unsatisfied with the outcome of the school's complaints procedure, they can refer their complaint to the DfE.

The DfE will not re-investigate the matter of the complaint. It will look at whether the school's complaints procedures were adhered to.