

CROWLAND PRIMARY SCHOOL



Complaints Policy & Procedure [OP9]

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Governing Body :		
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Crowland Primary School - Complaints Policy & Procedure

1. Introduction

From time to time parents, and others connected with the school, will become aware of matters which cause them concern. To encourage resolution of such situations the Governing Body has adopted a *Complaints Procedure*.

The procedure is devised with the intention that it will:

- usually be possible to resolve problems by informal means;
- be simple to use and understand;
- be non-adversarial;
- provide confidentiality;
- allow problems to be handled swiftly through the correct procedure;
- address all the points at issue;
- inform future practice so that the problem is unlikely to recur.

2. Policy Statement

This policy statement sets out our approach to dealing with concerns and complaints about the school. Details of how we handle them are contained in the *Complaints Procedures*

2.1 We value good home-school relations and will, therefore seek to resolve any concerns or complaints promptly.

2.2 We welcome feedback on what parents feel we do well, or not so well, as a school. We will consider carefully all feedback, whether positive or negative, and will review our policies and practices accordingly.

2.3 We will treat all concerns and complaints seriously and courteously and will advise parents and others of the school's procedures for dealing with their concerns. In return, we expect parents and other complainants to behave respectfully towards all members of the school community. In particular, any disagreement with the school should not be expressed inappropriately or in front of pupils.

2.4 Whilst we will seek to resolve concerns and complaints to the satisfaction of all parties, it may not be possible to achieve this in every case. If it becomes clear that a resolution will not be possible, for example when a complaint becomes vexatious, we reserve the right to close the procedure before all the processes have been exhausted.

3. General principles and aims

Crowland Primary School (the "School") is a Community School in LB Haringey and the Governing Body has overall responsibility for the policy. The Government and the Local Authority (LA) advocate resolution of parental concerns and complaints at school level, in the interests of maintaining good home-school relations.

3.1 The policy has been revised in light of the advice issued by the DfE (Department for Education) and the General Data Protection Regulation (GDPR) and the Data Protection Act 2018.

3.2 The School has adopted the DfE (Department for Education) guidance called Best Practice Advice for Schools Complaints Procedures (the "Advice").

3.3 Any person, including members of the general public, may make a complaint about any provision of facilities or services that a school provides, unless separate statutory procedures apply (such as exclusions or admissions). The School does not limit complaints to parents or carers of children that are registered at the school. In addition, this policy applies to any matter which has been raised with the school by parents/carers of students as a complaint, but which has not been capable of informal resolution, and which the complainant or the school considers should be dealt with on a formal basis (i.e. Stage 2 onwards).

3.4 There are exceptions to the complaints that are not dealt with under this policy:

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 Haringey council
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 Designated Safeguarding Lead (DSL).
Exclusion of children from school	Complaints about the application of the behaviour policy can be made through the school's complaints procedure.
Whistleblowing	We have an internal whistleblowing procedure for all our employees, including temporary staff and contractors.
Staff grievances	Complaints from staff will be dealt with under the school's internal grievance procedures.
Staff conduct	Complaints about staff will be dealt with under the school's internal disciplinary procedures, if appropriate. Complainants will not be informed of any disciplinary action taken against a staff member as a result of a complaint. However, the complainant will be notified that the matter is being addressed.
Complaints about services provided by other providers who may use school premises or facilities	Providers should have their own complaints procedure to deal with complaints about service. Please contact them direct.
National Curriculum - content	The Department for Education have their own complaints procedure to deal with complaints about the statutory curriculum.

3.5 This policy is based on the principle that complaints expressed should be resolved as quickly as possible without the need to escalate to the formal stages of the procedure. However, where resolution has not been achieved and the person raising the concern is

unhappy and wishes to take the matter further, the formal procedure for dealing with complaints, as laid out in this policy, will be followed.

3.6 Complaints should be raised as soon as possible, and within three (3) months of the incident or event to which the complaint relates (or, where the complaint relates to a series of incidents or events, within three (3) months of the latest incident or event).

4. Definitions

4.1 As per the Advice, this policy uses the following definitions (unless otherwise stated):

- **A complaint** – may generally be defined as ‘an expression of dissatisfaction however made, about actions taken or a lack of action’
- **School day** – equates to term time day (as deemed by the School)

4.2 The School will address all complaints, which parents may have in order to resolve them initially on an informal basis so that they do not escalate into formal complaints. Informal complaints are generally dealt with by relevant teaching or support staff but members of the School Leadership Team (SLT) may also be asked to assist.

5. Complaints Procedure

5.1 The 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 the school. However, the School does not expect its staff to tolerate unacceptable behaviour and will take action to protect staff from that behaviour, including that which is abusive, offensive or threatening. The School defines unreasonable complainants as ‘*those who, because of the frequency or nature of their contacts with the school, hinder its consideration of their or other people’s complaints*’.

5.2 A copy of this Policy is available on the School’s website.

Stage 1 – Informal resolution

5.3 The class teacher and other members of staff can frequently deal with issues of concern to the satisfaction of the complainant (i.e. the person who is complaining), without needing to deal with it formally. We value and encourage informal meetings and telephone discussions as a way of improving our procedures and relations with parents.

5.4 It is a precondition to the operation of this policy that the complainant shall have made reasonable attempts to seek an informal resolution and shall have acted in relation to the matter in a reasonable and measured way consistent with the school’s vision and values.

5.5 There is no rigid time-scale for resolving complaints at this stage. However, it is expected that most complaints will be addressed within **15 school days**. Should the nature or complexity of the complaint mean that more time is required; the school will contact the complainant informing them of the delay and confirming a revised date for resolution.

Stage 2 – Formal stage: investigation by a member of the Senior Leadership Team

5.6 Should informal meetings and telephone discussions appear unlikely to resolve the complaint, either party (i.e. the school or the complainant) may initiate a move to the Stage 2 for the complaint to be investigated formally. Any such request must be set out in writing,

stating where the complainant remains dissatisfied and lodged **within 10 school days** of the complainant receiving the findings.

5.7 The complainant must outline the nature of the complaint, setting out briefly the facts and stating what it is that the complainant considers should have been done or where the school has not met reasonable expectations. A copy of the formal Complaint Form is shown at Annex A and additional information should be attached (as required). The form should either be posted or handed into the school office and marked for the specific attention of the Head of School.

5.8 An investigation will be carried out by a member of the SLT (who will be appointed by the Head of School), that may include the offer of a meeting with the complainant. The investigator will speak to others involved. The investigator will put her/his findings in writing and will indicate what, if any, steps should be taken to resolve the matter. Whenever reasonably possible, this will be done within **20 school days**. Should the nature or complexity of the complaint mean that more time is required; the school will contact the complainant informing them of the delay.

5.9 Once the investigation is complete the member of SLT will make recommendations to the Head of School. The Head of School will subsequently respond indicating how the matter has been resolved.

5.10 Any complaint relating to the:

- Head of the School must be raised in the first instance with the Chair of Governors, who will decide how the matter will be investigated. Contact with the Chair can be made via the school office with letters marked for the specific attention of the Chair of Governors.
- SLT must be raised in the first instance with the Head of School, who will designate another SLT member to investigate in the same way as in the second stage of the formal process outlined above. Contact with the Head of School can be made via the school office and letters marked for the specific attention of the Head of School.

Stage 3 – Formal stage: investigation by a member of the Governing Body

5.11 Where the complainant remains dissatisfied at the findings, he/she may request the complaint is dealt with at Stage 3. Any such request must be set out in writing, stating where the complainant remains dissatisfied and lodged **within 10 school days** of the complainant receiving the findings in writing. An additional copy of the School Complaint Form (Annex A) requires completion at this stage, and should be marked 'Stage 3 Complaint'. It should be posted or handed into the school office and marked for the specific attention of the Chair of Governors.

5.12 At Stage 3 the Chair of Governors will determine how the matter will be addressed. S/He could form a Complaints Panel. Its membership will be made up of predominantly the Governing Body of the School (though this is not prescriptive). The panel will be independent and will therefore have had no involvement in previous investigations.

5.13 The investigation may include the offer of a meeting with the complainant, who may wish to bring along a companion, in which case they must inform the Complaints Panel prior to the meeting.

5.14 Where possible the hearing will be planned within **25 school days** and after the meeting all parties will be notified of the outcome within **3 school days**.

5.15 **IMPORTANT NOTICE** about the Complaints Panel:

- The Complaints Panel will only proceed if the complainant and/or their representative attend. If the complainant does not confirm attendance, or fails to attend on the day without compelling reasons, the Complaints Panel will not proceed and the complainant will lose their right to the complaint being heard. Any further attempt to re-open the matter will be considered as falling under the serial/persistent complaint section as below.
- If parents are inclined to bring legal representation they must inform the Complaints Appeal **5 days prior** to the meeting.
- The aim of the Complaints Panel hearing is to independently consider the complaint and achieve reconciliation between the School and the complainant. It is not to respond to: demands for compensation, staff disciplinary action, public apologies or exclusions of other students within the school.

6. Pursuing the complaint beyond the School's jurisdiction

6.1 The outcome letter from the Complaints Panel exhausts the 3 Stage procedure. If the complainant is dissatisfied with the process, they are at liberty to contact the DFE Department for Education
Store Street,
Piccadilly Gate
Manchester, M1 2WD

7. Additional notes re the policy and associated procedure

7.1 If at any level a complainant attempts to reopen an issue or a similar or related issue that has already been dealt with under this complaints policy and procedure, the School will write to the complainant to inform him/her that the procedure has been exhausted and the matter closed; that continued correspondence on the same matter is vexatious, and that the School will not respond to any further correspondence on this issue or a closely related issue.

7.2 Note that this response will only be invoked when the issue has already been dealt with under the terms of this procedure. If the complainant contacts the school again on the same issue, then the correspondence may be viewed as 'serial' or 'persistent' and the school may choose not to respond, given that such a course of action does not represent a good use of the school's time or resources.

7.3 A record will be kept of all complaints that were resolved at the formal stage of the complaints procedure. Records will contain details of whether the complaint was resolved at Stage 2 or Stage 3. The action taken by the School as a result of a complaint (regardless of whether they are upheld) will also be recorded.

7.4 Records will be securely stored, with the appropriate access in place. Records of complaints will be kept for a period of 6 years after the complaint has been resolved, so that the school or the School can evidence the action taken, and for the purpose of legal defence of any claim against the School, after which they will be destroyed, unless they are needed pursuant to an ongoing legal action in which case the period will be extended until six (6) years after the end of that legal action.

7.5 Any data given will securely transmitted (electronically/otherwise) for use by those entitled to see the information as part of the investigation process. Correspondence, statements and records relating to individual complaints will be kept strictly confidential except where the Secretary of State or a body conducting an inspection under section 109 of the Education and Skills Act 2008 requests access to them.

7.6 The School is committed to dealing with all complaints fairly and impartially, and to providing a high-quality service to those who complain. The School will not normally limit the contact complainants have with the school. However, the School does not expect its staff to tolerate unacceptable behaviour and will take action to protect staff from that behaviour, including that which is abusive, offensive or threatening.

7.7 The School defines unreasonable complainants as ‘those who, because of the frequency or nature of their contacts with the school, hinder its consideration of theirs or other people’s complaints’. And a complaint may be regarded as unreasonable when the person making the complaint:

- refuses to articulate their complaint or specify the grounds of a complaint or the outcomes sought by raising the complaint
- refuses to co-operate with the complaints investigation process while still wishing their complaint to be resolved
- refuses to accept that certain issues are not within the scope of a complaints procedure
- insists on the complaint being dealt with in ways which are incompatible with the adopted complaints procedure or with good practice
- introduces trivial or irrelevant information which the complainant expects to be taken into account and commented on, or raises large numbers of detailed but unimportant questions, and insists they are answered
- makes unjustified complaints about staff who are trying to deal with the issues, and/or seeks to have them replaced
- changes the basis of the complaint as the investigation proceeds
- repeatedly makes the same or similar 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
- seeks an unrealistic outcome
- makes excessive demands on school time by frequent, lengthy, complicated and stressful contact with staff regarding the complaint in person, in writing, by email and/or by telephone

7.8 A complaint may also be considered unreasonable if the person making the complaint does so either face-to-face, by telephone or in writing or electronically:

- maliciously
- aggressively
- veraciously
- using threats, intimidation or violence
- using abusive, offensive or discriminatory language
- knowing it to be false
- using falsified information
- publishing unacceptable information such as in social media websites and newspapers

7.9 Complainants should limit the numbers of communications with a school while a complaint is being progressed. It is not helpful if repeated correspondence is sent (by either letter, phone, email or text) as it could delay the outcome being reached.

7.10 The School or designate will speak or write to the complainant explaining that their behaviour is unreasonable and asking them to change it. For complainants who excessively contact school and causes a significant level of disruption, the School may specify methods of communication and limit the number of contacts.

7.11 In response to any serious incident of perceived aggression, intimidation or violent conduct, the concerns and actions taken will be put in writing immediately and the Police informed. This may include banning an individual from the school premises.

7. Policy for unreasonable complainants

7.1 Although fulfilling a public function, schools are private places. The public has no automatic right of entry. The School will therefore act to ensure that schools remain a safe place for students, staff and other members of our community.

7.2 If a parent's behaviour is a cause for concern, the School can ask him/her to leave school premises. In serious cases, the Head of School or designate can notify them in writing that their *implied licence* to be on school premises has been temporarily revoked subject to any representations that the parent may wish to make. The School will have the opportunity to formally express the decision to bar in writing.

8. The Data Protection Act 2018 and GDPR

8.1 Under the Data Protection Act 2018 and GDPR, the information collected/processed under this policy *may* be classified as personal data. The legal bases for processing this personal data will be dependent upon the complaint, but typically be legitimate interest or public task. This data will be processed to fulfil the purposes for which it was collected, but may be copied and securely transmitted electronically to authorised persons (as required) as part of the complaints process. The data will be stored confidentially and retained in line with the School policy.

8.2 If you have any queries or requests at any time concerning your personal information held by the School or its practices in this regard, please write to the Data Protection Officer, c/o Crowland Primary School.

Annex A

School Complaint Form

Your Name:			
Address:			
		Post Code	
Telephone Number (Home):			
Telephone Number (Day):			
Telephone Number (Mobile):			

Name of Child	
Date of Birth of child	

What is your complaint about and what would you like the School to do?

Continue on a separate sheet as necessary

When did you discuss your concern/complaint with the appropriate member of staff?

Continue on a separate sheet as necessary

What was the result of the discussion?

Continue on a separate sheet as necessary

Signed:		Date:	
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