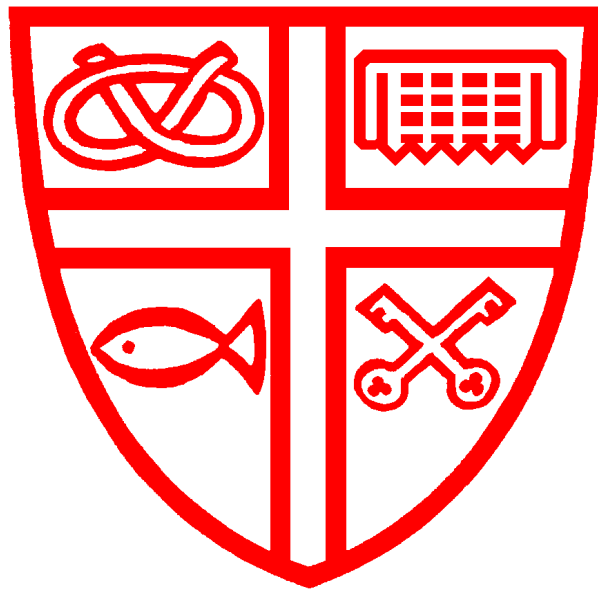


St Peter's CofE Primary School

Love Christ
Love Learning
Love One Another



**Complaints
Procedures**
June 2026-2027

1. Purpose

This policy outlines the procedure for dealing with concerns and complaints raised by parents, carers, pupils, members of the community, or other stakeholders. The school is committed to resolving concerns promptly, fairly, and effectively and values feedback as an opportunity to improve.

This policy aims to:

- Provide a clear and transparent complaints process.
- Resolve concerns at the earliest possible stage.
- Ensure complaints are handled consistently and fairly.
- Promote positive relationships between the school and its community.
- Comply with relevant legislation and Department for Education guidance.

2. Scope

This policy covers complaints relating to:

- Educational provision.
- School policies and procedures.
- Communication with staff.
- Behaviour management.
- Bullying concerns.
- Health and safety issues.
- Administration and support services.

Separate procedures exist for:

- Child protection and safeguarding concerns.
- Staff grievances and disciplinary matters.
- Admissions appeals.
- Special Educational Needs and Disabilities (SEND) appeals.
- Whistleblowing.
- Complaints relating to services provided by external organisations using school premises.

3. Principles

The school will ensure that complaints are:

- Treated seriously and impartially.
- Investigated thoroughly and objectively.
- Handled confidentially.
- Resolved as quickly as possible.

- Used to improve school practice where appropriate.

Complainants will be treated with courtesy and respect. Similarly, school staff and governors have the right to work free from aggression, harassment, or unreasonable behaviour.

4. Timescales

Complaints should normally be raised within three months of the incident occurring, or within three months of the complainant becoming aware of the matter.

The school will acknowledge complaints within five school days and aim to respond within ten school days wherever possible.

Where more time is required, the complainant will be informed of the reasons and provided with an updated timescale.

5. Stage One – Informal Resolution

Most concerns can be resolved informally.

Parents and carers are encouraged to discuss concerns with:

- The class teacher.
- The relevant member of staff.
- The phase leader or subject leader.
- The Headteacher where appropriate.

The school will seek to resolve concerns quickly and maintain positive relationships.

6. Stage Two – Formal Complaint

If the issue remains unresolved, a formal complaint should be submitted in writing to the Headteacher.

The complaint should include:

- The nature of the complaint.
- Relevant dates and details.
- Any actions already taken.
- The outcome sought.

The Headteacher will:

- Acknowledge receipt within five school days.
- Investigate the complaint.
- Meet with relevant parties where necessary.
- Provide a written response, normally within ten school days.

If the complaint concerns the Headteacher, it should be addressed to the Chair of Governors via the school office.

7. Stage Three – Complaints Panel Hearing

If the complainant remains dissatisfied, they may request a review by a complaints panel.

The request should be made in writing within ten school days of receiving the Stage Two response.

The panel will:

- Consist of at least three impartial members.
- Include governors and, where required, an independent panel member.
- Consider all evidence presented.
- Allow both parties to attend and present their case.
- Reach findings and recommendations.

The panel's decision will be communicated in writing, normally within five school days of the hearing.

The panel may:

- Uphold the complaint in whole or in part.
- Dismiss the complaint.
- Recommend actions to address issues identified.
- Recommend changes to policies or procedures.

The panel's decision represents the completion of the school's complaints procedure.

8. Record Keeping

The school will maintain a confidential record of all formal complaints, including:

- The complaint raised.
- Investigation findings.
- Actions taken.
- Outcomes and recommendations.

Records will be retained in accordance with the school's data retention schedule and the requirements of data protection legislation.

9. Confidentiality

All complaints will be handled sensitively and confidentially.

Information will only be shared with those who need it in order to investigate and resolve the matter.

Records relating to complaints will be stored securely in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

10. Persistent or Unreasonable Complaints

The school recognises that, in rare circumstances, individuals may pursue complaints in a manner that is unreasonable, excessive, or abusive.

Examples include:

- Repeatedly raising substantially the same issue.
- Aggressive or threatening behaviour.
- Excessive correspondence.
- Unreasonable demands on staff time.

In such circumstances, the school may:

- Limit methods of communication.
- Require correspondence to be in writing.
- Restrict contact to a designated member of staff.
- Decline to consider complaints that have already been addressed.

Any such decisions will be proportionate and communicated in writing.

11. Anonymous Complaints

Anonymous complaints will generally not be investigated unless there are exceptional circumstances or safeguarding concerns.

12. Equality and Accessibility

The school will make reasonable adjustments to ensure that all complainants can access the complaints process.

Support may include:

- Translation services.
- Alternative formats.
- Assistance in submitting complaints.

The school is committed to promoting equality and preventing discrimination.

13. Monitoring and Review

The Governing Body will review this policy annually or sooner if required by changes in legislation or Department for Education guidance.

Policy Information

Approved by: Governing Body

Responsible Person: Headteacher

Review Frequency: Annual

Next Review Date: June 2026 **Date Adopted:** 1st July 2026