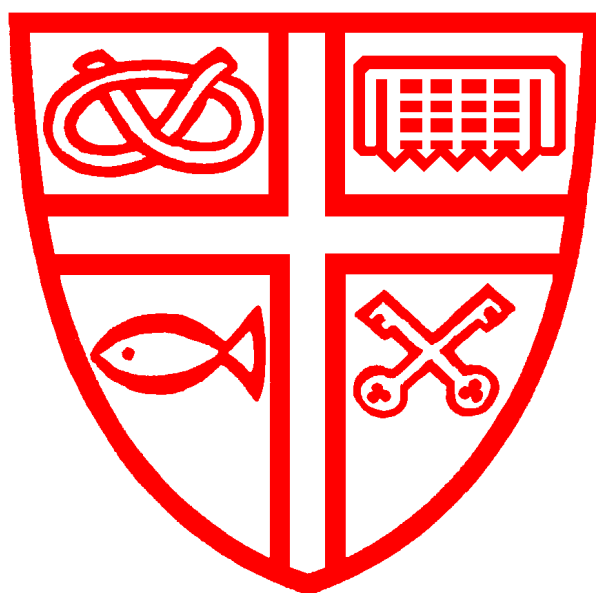


# St Peter's CofE (A) Primary School

Love Christ  
Love Learning  
Love One Another



**Complaints  
Procedures  
June 2024-2027**

The main purpose of a complaints procedure is to solve problems and to give parents a means to raise issues of concern and have them addressed.

Complainants will be treated respectfully during and after the course of any complaints investigation.

### *Expressing Concern*

At this informal stage the school should consider the best way of dealing with the concerns raised according to the circumstances. It is preferable for all concerned that concerns are resolved now rather than later.

## **FORMAL COMPLAINTS**

### ***Stage 1 - The Headteacher***

It may be that the Headteacher has not been aware of the concern raised prior to this point. At this stage the Headteacher will consider whether the complainant can be satisfied without recourse to the Governing Body.

Action through a complaints procedure may lead to action being initiated under other procedures. This may be disciplinary or child protection procedures and consideration will be given to this possibility at the earliest stage. In these cases the investigation under the complaints procedure will be suspended until action under the other procedures (including appeals) has been concluded. The complainant will be advised if this is the case and also informed of the likely delay in the final resolution of their complaint.

### ***Stage 2 - Formal Complaint to the Governing Body***

Where complaints cannot be resolved informally the school has a procedure for accepting written complaints made to the Chair of the Governing Body. This procedure is as follows; a letter in a sealed envelope, addressed to the Chair of Governors, is sent to the school office where it will be forwarded directly to him/her. This will be acknowledged by the Chair and will include an explanation of how the investigation will proceed. The aim of the investigation or review will always be to resolve the complaint and achieve reconciliation between the school and the complainant. However, it has to be recognised the complainant might not be satisfied with the outcome if the governors do not find in their favour. It may only be possible to establish the facts and make recommendations, which will satisfy the complainant that his/her complaint has been taken seriously.

Details of a complaint will be kept confidential except so far as they need to be shared with people who might contribute to their resolution.

The Chair of Governors will consider whether the investigation can be completed by the Headteacher (who will already have been involved), the Chair him/herself, or whether to refer the complaint to a Complaints Committee of the Governing Body. If the latter course of action is followed the Chair shall present a full report to the Committee and, if necessary, external advice may be sought from the District Education Officer.

A Committee comprising of three Governors, not including the Headteacher, may meet if considered appropriate.

***Where a complaint is not upheld*** the complainant will be given a response and informed of any further action that might be appropriate in their situation.

Parents do not have a general right of appeal should they disagree with the Governors' decision. They may, however, raise the matter with the Local Education Authority or Secretary of State if they consider the complaint wasn't investigated properly and fairly. If the Governors have followed a proper procedure and considered the complaint reasonably, neither the Local Education Authority nor the Secretary of State can reverse their decision.

Policy written July 2018

**Agreement:**

Chair of Governors

..... Date:.....

Headteacher

..... Date:.....

Review Date: July 2021