



## Tunbury Primary School

### **Compliments, Concerns and Complaints**

#### **Compliments**

Compliments about the school or individuals can be made to the member of staff concerned, the Headteacher or the Chair of Governors.

#### **Concerns**

Section 29 of the 2002 Education Act requires governing bodies to establish procedures for dealing with all complaints relating to the school or the provision of facilities or services. This excludes “complaints which fall to be dealt with in accordance with procedures required to be established by other statutory provision”.

Should you have a concern regarding your child or the school, please contact the school by letter or telephone to arrange an appointment to talk to the class teacher.

If you are not satisfied with the outcome, you should contact the Head of Year for your child’s class to discuss the concern.

If matters remain unresolved please contact the Assistant Headteacher responsible for your child’s year group. The concern will be investigated and you will be asked what actions you feel might solve the problem.

If matters continue to remain unresolved, concerns should be raised with the Deputy Headteacher.

In the event that matters remain unresolved, the concern should be raised with the Headteacher.

Where a matter is more serious, or else an informal approach has failed to resolve the issue, it may be raised formally as a complaint. Most issues are resolved informally and we would recommend that you try this approach first.

## **Formal Complaints**

### **General Principles:**

- This procedure is intended to allow you to raise a complaint relating to the school, or the services that it provides.
- An anonymous complaint will not be investigated under this procedure, unless there are exceptional circumstances.
- To enable a proper investigation, formal complaints should be brought to the attention of the school as soon as possible. In general, any matter raised more than 3 months after the event being complained of, will not be considered.

In order to investigate a formal complaint as fully as possible the governing body has adopted a staged process. If you wish to make a formal complaint please follow the guidance below.

### **Stage 1: Investigation by the Headteacher**

- 1.1 The complainant should put their complaint in writing to the Headteacher using a complaints form. (Appendix A) You should include details which might assist the investigation, such as names of potential witnesses, dates and times of events, and copies of relevant documents.  
It is very important that you include a clear statement of the actions that you would like the school to take to resolve your concern. Without this, it is much more difficult to proceed.  
Please pass the completed form, in a sealed envelope to the school office. The envelope should be addressed to the Headteacher and marked 'Confidential'. Complaints about the Headteacher may be made directly in writing to the Chair of Governors using the complaints form in appendix A.
- 1.2 The Headteacher will acknowledge the complaint in writing within five working days during term time of receiving the written complaint. The acknowledgement will outline a target date for providing a response to the complainant.
- 1.3 The Headteacher will investigate the grounds of the complaint. If necessary the Headteacher will interview other parties and take statements from those involved.
- 1.4 Once all of the relevant facts have been established as far as possible and the investigation concluded, the Headteacher will then produce a written response to the complainant giving the results of the investigation. This will usually take place within ten working days during term time, however this is dependent on the nature of the investigation.

- 1.5 In the event that a complainant believes that the appropriate procedures have not been followed by the person dealing with their complaint, the complainant may request that the governing body reviews the process that has been followed in order to verify whether the procedure has been adhered to. Any review request that is based solely on dissatisfaction with the outcome, rather than any identified failure to deal with a complaint according to procedure, will not be accepted.

If the complainant is not satisfied with the manner in which the process has been followed, he/she may request that the governing body reviews the process followed by the school in handling the complaint (See Stage 2 below). Any such request must be made in writing to the clerk to the governing body, within 10 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 then be followed. A School Complaint Review Request Form is provided for convenience (appendix B)

## **Stage 2: Review by the Governing Body**

- 2.1 The clerk to the Governing Body will write to the complainant to acknowledge receipt of the written request for the governing body to review the process followed by the school. The acknowledgement will inform the complainant that three members of the school's governing body will review the process followed by the school within 20 working days of receiving the complaint.
- 2.2 A meeting of the Governors' Complaints Panel will be convened. The Headteacher will not sit on the Panel. An experienced governor will chair the panel meeting.
- 2.3 The Chair of the panel will ensure the Panel reviews the process followed by the school within twenty working days of receiving the letter. All relevant correspondence relating to the review will be given to each Panel member as soon as the composition of the panel is confirmed. If the correspondence is extensive, the Chair may prepare a thorough summary to send to Panel members.
- 2.4 The review will normally be conducted through a consideration of written submissions, but reasonable requests, from any of the parties, to make oral representations will be considered sympathetically.
- 2.5 The panel may invite the complainant (who may be accompanied by a friend if they wish) and representative(s) from the school (who may also be accompanied by workplace colleagues or representatives from their professional associations) to attend a meeting in order to clarify the

matter. As the panel meeting is intended to be investigatory, rather than adversarial, the persons giving evidence or making representations to the panel will normally attend separately.

- 2.6 When the panel has collected sufficient information, it will deliberate and then inform the complainant, the Headteacher and the governing body of the outcome, in writing, within 15 working days.  
The Chair of the Panel has responsibility to ensure that the meeting is properly minuted.
- 2.7 Consideration of the complaint by the governing body and the school, save for any actions that are agreed, will terminate at this point and the matter will then be closed as far as the school is concerned.

### **Stage 3: The Secretary of State**

- 3.1 If a complainant wishes to go beyond the governors' complaints panel, they may choose to contact the Secretary of State for Education. More information is available at [www.education.gov.uk/schoolcomplaints](http://www.education.gov.uk/schoolcomplaints).

Please note: the Local Authority has no role in considering general school complaints. Section 409 of the 1996 Education Act allows a Local Authority to make arrangements for the consideration or disposal of any complaint about the unreasonable action of the Local Authority or of a Governing Body in relation to a statutory duty or power. This would include Admissions, the provision of an appropriate curriculum, SEN and Exclusions Appeals.



## Tunbury Primary School Complaint Form

Please complete this form and return it in a sealed envelope marked 'Confidential', via the school office to the Headteacher (or clerk to the Governing Body in cases where the complaint is about the Headteacher), who will acknowledge its receipt and inform you of the next stage in the procedure.

Your name:

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

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

Your address:

Telephone numbers

Daytime:

Evening:

Email address:

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

You may wish to continue on a separate page or attach additional documents, if you wish.

Number of additional pages attached =

## Tunbury Primary School Complaint Form contd...

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?

Signed ..... Date .....

School use:  
Date form received:  
Received by:  
Date acknowledgement sent:  
Acknowledgement sent by:

Complaint referred to:  
Date:



**Tunbury Primary School Complaint Review Request Form  
contd...**

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

Signed ..... Date .....

School use:  
Date form received:  
Received by:  
Date acknowledgement sent:  
Acknowledgement sent by:

Complaint referred to:  
Date: