

# **St. Theresa's Catholic Primary School**

**St. Theresa's**  
Catholic Primary School



## **COMPLAINTS POLICY AND PROCEDURE**

"We learn together, we play together, we pray together, we grow together in the love of God"

St. Theresa's  
Catholic Primary School



## Validation Grid

<b>Title</b>	Complaints Policy and Procedure
<b>Author</b>	Barbara Costa
<b>Associate Author</b>	N/A
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Headteacher

Barbara Costa

Barbara Costa

Chair of Governors

Fiona Kerin

Fiona Kerin

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## **1. Statement of Intent**

St. Theresa's Catholic Primary School aims to resolve all complaints at the earliest possible stage, and where possible, informally, and is dedicated to continuing to provide the highest quality of education possible throughout the procedure.

The Complaints Policy and Procedure has been created to deal with any complaint against a member of staff or the school as a whole, relating to any aspects of the school or the provision of facilities or services.

Any person, including a member of the public, is able to make a complaint about the provision of facilities or services that the school provides. This policy outlines the procedure that the complainant and school must follow.

Once a complaint has been made, it can be resolved or withdrawn at any stage.

## **2. Legal Framework**

This policy has due regard to statutory legislation, including, but not limited to, the following:

- Education Act 2002
- Freedom of Information Act 2000
- Immigration Act 2016
- Equality Act 2010
- UK General Data Protection Regulation (GDPR)
- Data Protection Act 2018
- The Education (Pupil Information) (England) Regulations 2005
- The School Information (England) (Amendment) Regulations 2016

This policy also has due regard to guidance including, but not limited to, the following:

- DfE (2021) 'Best practice guidance for school complaints procedures 2020'
- HM Government 'Code of practice on the English language requirement for public sector workers' 2016

## **3. Definition**

For the purpose of this policy, a "complaint" can be defined as 'an expression of dissatisfaction' which can be regarding actions taken or a perceived lack of action.

A "concern" can be defined as 'an expression of worry or doubt' for which reassurance is sought. For the purpose of this policy, concerns will be classed and addressed as complaints.

Complaints can be resolved formally or informally dependent on the complainant's choice.

Any complaint or concern will be taken seriously, whether formally or informally, and the appropriate procedures shall be taken.

A "grievance" is an issue raised by a member of staff where they feel the school has not implemented a policy or process fairly or properly. Grievances will be dealt with in line with the school's Grievance Policy.

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, despite offers of assistance.
- Refuses to cooperate 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 fully answered, often immediately and to their own timescales.
- Makes unjustified complaints about staff who are trying to deal with the issues and seeks to have them replaced.
- Changes the basis of the complaint as the investigation proceeds.
- Repeatedly makes the same 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 complaints procedure has been fully and properly implemented and completed including referral to the DfE.
- 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 by telephone while the complaint is being dealt with.

For the purpose of this policy, "unreasonable complaints" include:

- Vexatious complaints:
  - Are obsessive, persistent, harassing, prolific, repetitious
  - Insist upon pursuing unmeritorious complaints and/or unrealistic outcomes beyond all reason.
  - Insist upon pursuing meritorious complaints in an unreasonable manner.
  - Are designed to cause disruption or annoyance.
  - Demand for redress which lacks any serious purpose or value.
- Serial or persistent complaints:
  - Are duplicated, sent by the same complainant once the initial complaint has been closed.

- Are new complaints that are submitted additionally, as part of an existing open complaint, by the same complainant.

The school will not respond to serial complaints if:

1. The school has already notified the complainant of the school's reason to believe that the individual has the intention to cause disruption or inconvenience.
2. The complainant's letters/emails/telephone calls are often abusive or aggressive.
3. The complainant makes insulting personal comments about or threats towards staff.

Serial or persistent complaints will only be marked as 'serial' once the complainant has completed all the complaints procedure. It is the complaint that will be marked as 'serial' meaning the complainant can complain about a separate issue if necessary. The Chair of Governors will inform the complainant that the procedure has been completed and that the matter is closed.

For the purpose of this policy, "**duplicate complaints**" are identical complaints received from a complainant's spouse, partner, grandparent or child. These complaints will not be addressed again, the individual making the second complaint will be informed that the complaint has been dealt with on a local level and if they are dissatisfied with the result, they can appeal to the DfE.

Any new details provided by a complainant's spouse, partner, grandparent or child, will be investigated and dealt with in line with the complaints procedure.

#### 4. Purpose

To establish a procedure for dealing with complaints relating to the school, as required by section 29 of the Education Act 2002.

The school will:

- Encourage the resolution of problems by informal means wherever possible.
- Allow swift handling with established time-limits for action and keep people informed of any progress.
- Ensure a full and fair investigation by an independent person where necessary.
- Respect people's desire for confidentiality.
- Address all the points at issue and provide an effective response and appropriate redress where necessary.

#### 5. Scope

All matters relating to the actions of staff and application of school procedures where they affect the individual pupils concerned, except matters relating to the curriculum, exclusion, admissions etc. which are subject to separate procedures.

Complaints about child protection matters will be handled in line with the school's Child Protection and Safeguarding Policy and in accordance with relevant statutory guidance.

Complaints concerning admissions will be handled in line with the school's Admissions Policy.

The school has whistleblowing procedure for all employees, including contractors and temporary staff outlined in the Whistleblowing Policy.

Volunteers who have concerns about the school or a member of staff should make their complaint in line with this policy. Volunteers may also be able to complain to the LA or DfE, depending on what the complaint is about.

Staff grievances and disciplinary procedures will be dealt with in line with the Grievance Policy.

This complaints procedure is not to be used when addressing any complaints made about services provided by a third party who may use the school premises or facilities. Complaints against a third party provider need to be referred to the third party who will deal with the complaint according to their procedures.

Complaints about the content of national curriculum should be made to the DfE.

Complaints about how the school delivers the curriculum, including RE and RSE, will be dealt with using this complaints procedure.

## **6. General Principles**

1. St. Theresa's School will ensure that all aspects of the complaints policy are:
  - Easily accessible and publicised
  - Impartial and fair to all parties involved
  - Respectful of confidentiality duties
  - Continuously under improvement, using information gathered during the procedure to inform the school's senior leadership team
  - Fairly investigated
2. All complaints shall be considered, whether they are made in person, by telephone, in writing, electronically via email, or via a third party (such as the Citizen's Advice Bureau), providing they are not anonymous.
3. An anonymous complaint will not be investigated under this procedure unless there are exceptional circumstances.
4. To allow for a proper investigation, complaints should be brought to the attention of the school as soon as possible. Any matter raised more than 3 months after the event being complained of, will not be considered, save in exceptional circumstances.
5. Investigation of any complaint or review request will begin within 5 school days of receipt of the same, save in exceptional circumstances. The investigation will be completed as soon as reasonably practicable.
6. Even when a complaint has been made, it can be resolved or withdrawn at any time.

7. A complaint can progress to the next stage of the procedure even if it is not viewed as "justified". All complainants are given the opportunity to fully complete the complaints procedure.
8. Information about a complaint will not be disclosed to a third party without written consent from the complainant.

## **7. Complaints about the actions of the Chair of Governors, or any member of the Governing Body**

The complaint should be made in writing to the clerk to governors. Any complaint made against the entire governing board, or complaints involving the chair of governors and the vice chair of governors, should be made in writing to the clerk to governors. The clerk to governors will then determine the most appropriate course of action, depending on the nature of the complaint. This action may involve sourcing an independent investigator to initially deal with the complaint and then getting the complaint to be heard by co-opted governors from another school.

Under some circumstances, it may be necessary to deviate from the complaints procedure. Any deviation will be documented, along with the reasons for this.

## **8. Complaints Procedure Part A**

### **Complaining about the actions of a member of staff other than the Headteacher**

#### **1. Informal Stage**

The complainant is normally expected to arrange to communicate directly with the member of staff concerned. This may be by letter, by telephone or in person by appointment. Many concerns can be resolved by simple clarification or the provision of information and it is anticipated that most complaints will be resolved by this informal stage. In the case of serious concerns, it may be appropriate to address them directly to the Headteacher.

#### **2. Formal Stage**

If the complaint is not resolved at the informal stage the complainant must put the complaint in writing and pass it to the Headteacher, who will be responsible for its investigation.

The Headteacher will need to understand the complainant's need for additional support, including interpretation support.

The complainant will be asked what they think might resolve the issue.

This stage of the process will be completed within 15 school days of the complaint being received by the Headteacher. Where the situation is recognised as complex, and it is deemed to be unable to be resolved within this timescale, the Headteacher will contact the complainant to inform them of the revised target date via a written notification.



The complainant must include details which might assist the investigation, such as names of potential witnesses, dates and times of events, and copies of relevant documents. In addition, the Headteacher may meet/speak with the complainant to clarify the complaint.

The Headteacher will collect such other evidence as he/she deems necessary. Where this involves an interview with a member of staff, who is the subject of the complaint, that member of staff may be accompanied by a friend or representative if they wish.

When a child is being interviewed, as part of a formal procedure, a second adult will witness and sign the statement.

The Headteacher will keep up-to-date records throughout the procedure.

The investigation will begin as soon as possible and when it has been concluded, the complainant, and the member of staff concerned, will be informed in writing of the outcome. This may be to the effect that:

- There is insufficient evidence to reach a conclusion, so the complaint cannot be upheld.
- The concern is not substantiated by the evidence.
- The concern was substantiated in part or in full. Some details may then be given of action the school may be taking to review procedures etc. but details of the investigation or of any disciplinary procedures will not be released.
- The matter has been fully investigated and that appropriate procedures are being followed, which are strictly confidential (e.g. where staff disciplinary procedures are being followed).

The complainant will be told that consideration of their complaint by the Headteacher is now concluded.

If the complainant is not satisfied with the manner in which the process has been followed, the complainant may request that the Governing Body review the process followed by the Headteacher in handling the complaint. Any such request must be made in writing within 2 weeks of receiving notice of the outcome from the Headteacher, and include a statement specifying any perceived failures to follow the procedure. Written acknowledgement of the complaint will be made within 5 school days.

The procedure described in Part C will be followed.

If the complainant considers that the decision of the Headteacher is perverse, or that the Headteacher has acted unreasonably in considering the complaint, then the complainant may bring a complaint against the Headteacher under Part B of this procedure. This will provide an opportunity for the evidence to support such a complaint to be investigated.

## 9. Complaints Procedure Part B

### Complaining about the actions of the Headteacher

#### 1. Informal Stage

The complainant is usually expected to arrange to speak directly with the Headteacher (in the case of serious concerns it may be appropriate to raise them directly with the Chair of the Governing Body). Many concerns can be resolved by simple clarification or the provision of information. If the matter is not resolved (and if both parties agree) then a third party will be invited to act as a mediator at a further meeting. A refusal, unreasonably, to attempt an informal resolution will result in the procedure being terminated forthwith.

#### 2. Formal Stage

If the complaint is not resolved at the informal stage the complainant must put the complaint in writing (using the form in Annex II) and pass it to the Chair of the Governing Body who will determine which of the agreed procedures to invoke. Written acknowledgement of the complaint will be made within 5 school days. If it is determined that the complaint is "General", the Chair will arrange for its investigation.

The complainant must include details which might assist the investigation, such as names of potential witnesses, dates and times of events, copies of relevant documents, etc. In addition, the complainant may be invited to meet with the Chair to present oral evidence or to clarify the complaint.

The Chair will collect such other evidence as is deemed necessary. This may include the interviewing of witnesses and others who may provide relevant information.

When a child is being interviewed, as part of a formal procedure, a second adult will witness and sign the statement.

The Headteacher will be provided with a copy of the complaint and any additional evidence presented by the complainant or collected by the Chair. Once there has been an opportunity for the Headteacher to consider this, he/she will be invited to meet separately with the Chair, in order to present written and oral evidence in response. The Headteacher may be accompanied at this meeting by a friend or representative.

When the investigation has been concluded, the complainant and the Headteacher will be informed in writing of the outcome. The complainant will not be informed of any disciplinary/capability action.

The complainant will receive a written response from the Chair of Governors explaining the final outcome within 15 school days of the written acknowledgement of the formal complaint.

**The complainant will be told that consideration of their complaint by the Chair is now concluded.**

**If the complainant is not satisfied with the manner in which the process has been followed, or considers that the decision of the Chair is perverse, or that the Chair has acted unreasonably in considering the complaint, then the complainant may request that the Governing Body review the handling of the complaint by the Chair. Any such request must be made in writing within 2 weeks of receiving notice of the outcome from the Chair, and include a statement specifying any perceived failures.**

## **10. Complaints Procedure Part C**

### Review Process

Following the receipt of a request for a review, written acknowledgement of the complaint will be made within 5 school days. This will inform the complainant that a governor review panel will hear the complaint within 20 school days.

Any review of the process followed by the Headteacher or the Chair shall be conducted by a panel of 3 members of the Governing Body.

Complainants have the right to request an independent panel, if they believe there is likely to be bias in the proceedings. The decision will be made by the governors.

*Nb. Complaints will not be shared with the whole governing body, except in very general terms. This allows for governors to be independent members of the review panel. Governors with no prior exposure to the complaint are suitably impartial; unless the complainant provides evidence to the contrary.*

At least 5 days' notice will be given to all parties attending the review.

At a review hearing there will be:

1. A Clerk
  - The Clerk will record the proceedings.
  - The Clerk will liaise with the Panel Chair.
2. A Panel Chair
  - The Chair will lead the meeting
  - The Chair will liaise with the clerk
  - The Chair will ensure everyone in attendance at the meeting has seen all the written material and evidence
  - The Chair will confirm that no member of the panel has previously been involved in the earlier stages of the procedure or has an external interest in the outcome of the proceedings.
  - The Chair will ensure the panel is open minded and acts independently
  - The Chair will ensure that both the complainant and the school are given the opportunity to state their case without undue interruption.

### 3. Panel Members

- Members will look for clarification by asking the complainant, the school and any other witnesses, questions.
- Members will have had no prior involvement in the complaint, or the circumstances surrounding it.

Both the complainant and the school can bring witnesses to support their testimony, and the panel can also call witnesses (including children) to be interviewed if this would add clarity to the complaint as determined by the panel.

The panel will also have access to the records kept of the process followed.

The complainant, and the Headteacher or the Chair, as appropriate, will be informed in writing of the outcome. This may be to the effect that:

- There is insufficient evidence to reach a conclusion, so the complaint cannot be upheld.
- The concern is not substantiated by the evidence.
- The concern was substantiated in part or in full but that the procedural failure did not affect the outcome significantly so the matter is now closed.
- The concern was substantiated in part or in full and the Governing Body will take steps to prevent a recurrence or to rectify the situation (where this is practicable).

**A model letter is included in annex V.**

#### **Notes**

**The complainant is not entitled to access any details of the investigation except for any statements that may have been provided by their child. Any information relating to the application of disciplinary procedures is strictly confidential.**

The complainant will receive a written response explaining the final outcome of the review process within 5 school days.

## **11. Interviewing Pupils**

When interviewing pupils to gather information regarding a complaint, the interview should be conducted in the presence of another member of staff or, in the case of serious complaints, e.g. where the possibility of criminal investigation exists, in the presence of their parents / carers.

The school will ensure that the conduction of interviews does not prejudice a police or LA designated officer's (LADO) investigation.

Where children are potential witnesses, discretion will be exercised over their involvement. Pupils will only be interviewed when the nature of the complaint is sufficiently serious to warrant it and adult witnesses are not available. Only in extreme circumstances will younger pupils be interviewed.

## **11. Complaints to Ofsted**

The Education and Inspections Act 2006 at s.160 provides a procedure for Ofsted to investigate parents' / carers' complaints about a school. A complaint cannot be investigated unless the school's complaints procedure has been exhausted, subject to the Chief Inspector's discretion to waive this requirement.

## **12. Complaints to the Secretary of State**

If a complainant has completed the local procedures and remains dissatisfied, they have a right to refer their complaint to the Secretary of State.

The DfE can be contacted via their online form,

[https://form.education.gov.uk/en/AchieveForms/?form\\_uri=sandbox-publish://AF-Process-f1453496-7d8a-463f-9f33-1da2ac47ed76/AF-Stage-1e64d4cc-25fb-499a-a8d7-74e98203ac00/definition.json&redirectlink=%2Fen&cancelRedirectLink=%2Fen](https://form.education.gov.uk/en/AchieveForms/?form_uri=sandbox-publish://AF-Process-f1453496-7d8a-463f-9f33-1da2ac47ed76/AF-Stage-1e64d4cc-25fb-499a-a8d7-74e98203ac00/definition.json&redirectlink=%2Fen&cancelRedirectLink=%2Fen)

or by writing to:

The Department for Education

Piccadilly Gate

Store Street

Manchester

M1 2WD

The Secretary of State has a duty to consider all complaints raised but will only intervene where the Governing Board has acted unlawfully or unreasonably and where it is expedient or practical to do so. In this case, the word "unreasonably" is used in a strict sense and means acting in a way that no reasonable school or governing board could act in the circumstances.

## **13. Exceptional Circumstances**

The DfE expects complainants to have completed the school's complaints procedure before directing a complaint to them. The exceptions to this include when:

- Pupils are at risk of harm.
- Pupils are missing education.
- A complainant is being prevented from having their complaint progress through the school's complaints procedure.
- The DfE has evidence that the school is proposing to act or is acting unlawfully or unreasonably.

If a social services authority decides to investigate a situation, the Headteacher or Governing Body may postpone the complaints procedure.

Where a matter can be resolved through a legal appeal, it will not be considered as a formal complaint. The key areas are: admissions decisions, certain decisions relating to formal assessment of SEND, and decisions to permanently exclude a child.

If a complainant commences legal action against the school in relation to their complaint, the school will consider whether to suspend the complaints procedure, until those legal proceedings have concluded.

#### **14. Recording Complaints**

A complaint can be made in person, by telephone, or in writing.

Recording devices will not be used to review discussions of complaints at a later date. Where there are communication difficulties or disabilities, recording devices may be used for the purposes of reasonable adjustments. The school will consult with the LA before using recording devices.

A record of the progress and final outcome of formal complaints will be held centrally by the Headteacher.

#### **15. Complaints Campaigns**

For the purposes of this policy, "complaints campaigns" are where the school receives large volumes of complaints that are all based on the same subject.

Where the school becomes the subject of a complaints campaign from complainants who are not connected with the school, a standard, single response will be published on the school's website.

If the school receives a large number of complaints about the same subject from complainants who are connected to the school, e.g. parents / carers, each complainant will receive an individual response.

#### **16. Barring from the School Premises**

School premises are private property and therefore any individual can be barred from entering the premises.

If a parent's/carers' behaviour is cause for concern, a school can ask the individual to leave the premises.

The Headteacher will notify the parties involved via writing, explaining that their implied licence for access to the premises has been temporarily revoked subject to any representations that the individual may wish to make.

The individual involved will be given the opportunity to formally express their views regarding the decision to bar them.

The Headteacher's decision to bar should then be reviewed by either:

- the Chair of Governors
- a committee of Governors

If the decision is confirmed, the individual will be contacted in writing, informing them of how long the bar will be in place and when the decision will be reviewed.

Anyone wishing to complain about being barred can do so, by letter or email, to the Headteacher or Chair of Governors.

However, complaints about barring cannot be escalated to the Department for Education. Once the school's complaints procedure has been completed, the only remaining avenue of appeal is through the Courts; independent legal advice must therefore be sought.

## **Annex I Investigation Procedure**

### **Carrying out an Investigation into a Formal Complaint**

The investigation of an allegation or a complaint will always be carried out thoroughly and responsibly, irrespective of whether the complaint appears to be trivial or serious. The outcome of such an investigation will have significance not only for the complainant but also for the member of staff against whom the complaint has been made.

Any procedure will include provision that "An anonymous complaint will not be investigated under this procedure unless there are exceptional circumstances". These would include serious concerns such as child protection issues or bullying allegations, where the school would either involve appropriate external agencies or else conduct its own internal review to test whether there is any corroborative evidence which might trigger a formal investigation.

The member of staff against whom the complaint has been made, will be notified that a complaint has been received, provided with a copy of the complaint and be informed that an investigation will be carried out.

It is essential that there is a clear understanding of the complaint. Where necessary the nature of the complaint should be confirmed with the complainant.

Once the complaint has been confirmed the investigator will establish who they wish to interview and what documentation they will need to review.

Arrangements will be agreed so that accurate notes can be taken of all interviews and the outcome of the investigation be accurately recorded.

The complainant and the member of staff will be given the opportunity to offer documentation and to identify potential witnesses or sources of evidence.

The member of staff subject to the complaint will be advised that they may be accompanied by a friend or trade union representative when invited to be interviewed.

Where children are potential witnesses, discretion will be exercised over their involvement. Pupils will only be interviewed when the nature of the complaint is sufficiently serious to warrant it and adult witnesses are not available. Only in extreme circumstances will younger pupils be interviewed.

Any interviews will be conducted as soon as possible to ensure that recollections are as fresh as possible and to minimise the possibility that evidence will become tainted through witnesses discussing alleged incidents with other persons.

In conducting interviews, the investigator will prepare the questions to be asked prior to the interview. These can always be supplemented during the interview. The investigator will allow the interviewees to answer in their own way. Their responses will be listened to attentively. Any temptation to cut an interviewee short or to seek to 'lead' them must be resisted. The interviewee will be given the opportunity of providing other relevant information at the end of the interview.

Interviewees will, however, be advised that their responses must be confined to the substance of the complaint. Any attempt by the interviewee to introduce information relating to other member of staff or to issues unrelated to the complaint will be resisted.



The investigator will avoid reaching conclusions or passing judgement until the investigation has been completed.

A summary of the process undertaken and the outcome of the investigation will be provided to both the complainant and the member of staff against whom the complaint has been made. Caution must be exercised in reporting back to the complainant as revealing certain details may prejudice the ability of the employee to continue in post.

Any recommendations will also be shared with all parties, unless there is good reason not to. Wherever possible, recommendations will be constructive and not punitive.

## Annex II Complaint Form



### St. Theresa's Catholic Primary School Complaint Form

Please complete this form and return it to the Headteacher/Clerk to Governing Body, who will acknowledge its receipt and inform you of the next stage in the procedure.

Your name.....

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

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

Your address:

Daytime telephone number: .....

Evening telephone number: .....

---

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

You may continue on separate paper, or attach additional paperwork, if you wish.

---

Number of additional pages attached =

---

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?

---

Signature:

Date:

---

School use:

Date Form received:

Received by:

Date acknowledgement sent:

Acknowledgement sent by:

---

Complaint referred to:

---

Date:

---

### **Annex III Model Response to Spurious Complainant**

Dear

Following receipt of your communications and careful consideration of the same, I regret that I am unable to deal with this matter under the school's Complaints Policy and Procedure as:

*(please select appropriate wording from the following)*

- You have not identified any specific actions of which you might complain.
- Your concerns are presented as conclusions rather than specific actions of which you complain.
- The concerns that you identify relate to historical actions and any evidence which might have enabled an objective investigation of your complaint is no longer available.
- The substance of your complaint has been addressed under this procedure already.
- The concerns that you raise do not fall within the scope of this procedure.
- You have not identified any potential sources of evidence which might allow the matter to be investigated.
- The school offered to resolve the matter informally and in my judgement you refused unreasonably to take advantage of this.

If you wish my decision to be reviewed then you may take advantage of the procedure outlined in the school's Complaints Procedure, by writing to the Clerk to the Governing Body.

Yours sincerely,

Headteacher

Or Chair of Governing Body.

## **Annex IV Model letter of Notification of Decision Regarding General Parental Complaint**

Dear

Following receipt of your complaint and careful consideration of all the available relevant evidence, I have concluded that:

- There is insufficient evidence to reach a conclusion, so the complaint cannot be upheld. If you are able to provide additional evidence forthwith I/we will reconsider this decision.

**OR**

- The concern is not substantiated by the evidence in that.....

**OR**

- The concern was substantiated in part/in full, as..... The school will review its practices/procedures.... With the intention of avoiding any recurrence. Parents / carers will be informed in due course of any policy changes.

**OR**

- In order to address fully the matters investigated, the school has initiated appropriate internal procedures. Due to the nature of these procedures, their outcome must remain strictly confidential. We are confident, however, that the circumstances that gave rise to your complaint should not recur.

I hope that we may now put this matter behind us and work together for the benefit of your child's progress.

Yours truly

Headteacher/Chair of Governing Body.

c.c. Headteacher

## **Annex V Review Outcome Notification**

Dear

Having carefully considered your representations in the context of the relevant evidence, the Governing Body Complaints Review Panel has concluded that the General Complaints Procedure was followed appropriately in respect of your complaint in that.....

Therefore, the matter is now closed as far as the school is concerned.

**Or**

Having carefully considered your representations in the context of the relevant evidence, the Governing Body Complaints Review Panel has concluded that the Headteacher/Chair of Governors followed the General Complaints Procedure except.....

Therefore, the following action will be taken.....

Once this action has been completed the school will consider the matter to be closed.

**Or**

Having carefully considered your representations in the context of the relevant evidence, the Governing Body Complaints Review Panel has concluded that the Headteacher/Chair of Governors followed the General Complaints Procedure except that.....

We have determined that this procedural failure did not affect the outcome of the consideration of your complaint so, while we regret this error, we will now consider this matter to be closed as far as the school is concerned.

Yours truly

Chair of Complaints Review Panel

c.c. Headteacher

Chair of Governors