



Holy Trinity & St John's CE Primary School

Complaints Policy and Complaints Procedure

2026 – 2027

When making or dealing with a complaint, all parties will approach the procedure in line with our School's Christian vision and school values of Courage, Compassion and Community.

This policy is based on the most recent model Complaints Policy and guidance published by KELS. It will be reviewed at least once per academic year, but will be revised more often if needed.

Who can make a Complaint?

This Complaints Policy and procedure is not limited to parents or carers of children that are registered at the school. Any person, including members of the public, may make a complaint to Holy Trinity & St John's CE Primary School about any provision of facilities or services that we provide.

The Difference between a Concern and a Complaint

A concern may be defined as 'an expression of worry or doubt over an issue considered to be important for which reassurances are sought'.

A complaint may be defined as 'an expression of dissatisfaction however made, about actions taken or a lack of action'.

It is in everyone's interest that concerns and complaints are resolved at the earliest possible stage. Many issues can be resolved informally, without the need to use the formal stages of the Complaints Procedure. Holy Trinity & St John's CE Primary School takes concerns seriously and will make every effort to resolve the matter as quickly as possible.

If you have difficulty discussing a concern to a particular member of staff, we will respect your views. In these cases, Mrs Julia Morgan, our Office Manager will act as the school's Complaints Co-ordinator and will refer you to another staff member. Similarly, if the member of staff directly involved feels unable to deal with a concern, the Office Manager will refer you to another staff member. The member of staff may be more senior but does not have to be. The ability to consider the concern objectively and impartially is more important.

We understand however, that there are occasions when people would like to raise their concerns formally. In this case, Holy Trinity & St John's CE Primary School will attempt to resolve the issue internally, through the stages outlined within this Complaints Procedure.

How to Raise a Concern or Make a Complaint

A concern or complaint can be made in person by parents/carers (including parents or carers of children no longer at the school) and members of the public, in writing or by telephone. They may also be made by a third party acting on behalf of a complainant, as long as they have appropriate consent to do so.

Concerns/Informal Complaints

Concerns/informal complaints should be raised and dealt with by class teacher and then Key Stage Leader in the first instance. At this stage informal mediation may be offered. While this can be useful in helping the school and complainants reach an agreement and move forward, there are times when it may not be the most appropriate course of action.

Mediation can:

- provide a helpful mechanism for discussion when a concern is raised
- help to rebuild the relationship between all parties

If neither the complainant nor the school considers that mediation will serve any practical purpose at this point, the complainant will not be prevented from moving to the next stage of the Complaints Procedure.

If the concern/informal complaint is not dealt with satisfactorily by the class teacher/leader at this stage then the Deputy Headteacher (Headteacher in the absence of Deputy) will then deal with it. This procedure will not be used as a substitute for an investigation during the formal stages of the Complaints Procedure.

Formal Complaints

If the issue remains unresolved, the next step is to make a formal complaint.

Complainants should not approach individual governors to raise concerns or complaints. They have no power to act on an individual basis and it may also prevent them from considering complaints at Stage 2 of the procedure.

Complaints against school staff (except the Headteacher) should be made in the first instance, to Mrs Sarah Roberts, Headteacher via the school office. Please mark them as 'private and confidential'.

Complaints that involve or are about the Headteacher should be addressed to Mrs Kim Stoner (Chair of Governors, care of the Complaints Co-ordinator), via the school office. Please mark them as 'private and confidential'.

Complaints about the Chair of Governors, any individual Governor or the whole Governing Body should be addressed to the Complaints Co-ordinator to the Governing Body via the school office. Please mark them as 'private and confidential'.

For ease of use, a template complaint form is included at the end of this procedure – **please use this to record your complaint**. If you require help in completing the form, please contact the school office. You can also ask third party organisations like the Citizens Advice to help you. In accordance with equality

law, we will consider making reasonable adjustments if required, to enable complainants to access and complete this complaints procedure. For instance, providing information in alternative formats, assisting complainants in raising a formal complaint or holding meetings in accessible locations.

Anonymous Complaints

We will not normally investigate anonymous complaints. However, the Headteacher or Chair of Governors, if appropriate, will determine whether the complaint warrants an investigation.

Time Scales

The complainant must raise the complaint within three months of the incident or, where a series of associated incidents have occurred, within three months of the last of these incidents. We will consider complaints made outside of this time frame if exceptional circumstances apply, however, this is at the school's discretion.

Complaints Received Outside of Term Time

We will consider complaints made outside of term time to have been received on the first school day after the holiday period.

Scope of this Complaints Procedure

This procedure covers all complaints about any provision of community facilities or services by Holy Trinity & St John's CE Primary School, other than complaints that are dealt with under other statutory procedures, including those listed below.

Exceptions	Who to contact
Admissions to schools	For concerns about admissions please see the school's Admissions Policy or contact Kent County Council Admissions team
Statutory assessments of Special Educational Needs	Special Educational Needs: The Complainant can use this policy to complain unless the Complainant's child has an Education Health and Care Plan and the Complainant wishes to appeal against a decision that the Local Authority has taken. If this is the case, the Complainant needs to contact the Local Authority
School re-organisation proposals	School re-organisation proposals should be raised with the KCC Contact Centre 01622 671411
Matters likely to require a Child Protection Investigation	Complaints about Child Protection matters are handled under our Child Protection and in accordance with relevant statutory guidance.
Freedom of Information	Subject Access Requests and Freedom of Information Requests: please see the School's Data Protection and Freedom of Information Policies.
Exclusion of children from school*	Further information about raising concerns about exclusion can be found at: www.gov.uk/school-discipline-exclusions/exclusions . *Complaints about the application of the Relational Approach to Behaviour Policy can be made through the school's Complaints Procedure. The school's Relational Approach to Behaviour Policy can be found on the school website, www.holytrinitymargate.co.uk or a copy can be requested from the school office.

Whistleblowing	We have a Whistleblowing Policy for all our employees, including temporary staff and contractors. The Secretary of State for Education is the prescribed person for matters relating to education for whistle blowers in education who do not want to raise matters directly with their employer. Referrals can be made at: www.education.gov.uk/contactus. Volunteer staff who have concerns about our school should complain through the school's Complaints Procedure. You may also be able to complain direct to the LA or the Department for Education (see link above), depending on the substance of your complaint. Anonymous Complaints: Please refer to this policy
Staff Grievances	Staff grievance, capability or disciplinary; these are covered by separate school policies and 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	Please contact the Department for Education at: www.education.gov.uk/contactus

If other bodies are investigating aspects of the complaint, for example the Police, Local Authority Safeguarding teams or tribunals, this may impact on our ability to adhere to the timescales within this procedure or result in the procedure being suspended until those public bodies have completed their investigations.

If a complainant commences legal action against Holy Trinity & St John's CE Primary School in relation to their complaint, we will suspend the complaints procedure in relation to their complaint until those legal proceedings have concluded.

If a complainant contacts Holy Trinity & St John's CE Primary School again in relation to their complaint, the correspondence may then be viewed as 'serial' or 'persistent' and the school will not respond but will continue to complete the initial complaints procedure in full.

Duplicate Complaints

After closing a complaint at the end of the Complaints Procedure, if the school receives a duplicate complaint from:

- a spouse
- a partner
- a grandparent
- a child

The school will inform the new complainant that the school has already considered that complaint and the local process is complete. The school should advise the new complainant to contact the Department for Education should they be dissatisfied with the school's handling of the original complaint. Any new aspects to the original complaint will be investigated and dealt with to the full extent of the Complaints Procedure.

Resolving Complaints

At each stage in the procedure, Holy Trinity & St John's CE Primary School wants to resolve the complaint. If appropriate, we will acknowledge that the complaint is upheld in whole or in part. In addition, we may offer one or more of the following:

- an explanation
- an admission that the situation could have been handled differently or better
- an assurance that we will try to ensure the event complained of will not recur
- an explanation of the steps that have been or will be taken to help ensure that it will not happen again and an indication of the timescales within which any changes will be made
- an undertaking to review school policies in light of the complaint
- an apology

In every circumstance, moving to Stage 1 must be completed.

Withdrawal of a Complaint

If a complainant wants to withdraw their complaint, we will ask them to confirm this in writing.

The Formal Complaints Procedure

Stage 1

Formal Complaints must be made to the Headteacher (unless they are about the Headteacher), via the school office. This may be done in person, in writing (using the Complaint Form including what actions you may feel might resolve the problem at this stage), or by telephone.

The Headteacher will record the date the complaint is received and will acknowledge receipt of the complaint in writing (either by letter or email) within 5 school days.

Within this response, if it is needed, the Headteacher will seek to clarify the nature of the complaint, ask what remains unresolved and what outcome the complainant would like to see. The Headteacher can consider whether a face-to-face meeting is the most appropriate way of doing this.

Note: The Headteacher may delegate the investigation to another member of the school's Senior Leadership team but not the decision to be taken resulting from the investigation.

During the investigation, the Headteacher (or investigator) will:

- If necessary; interview those involved in the matter and/or those complained of, allowing them to be accompanied if they wish
- Keep a written record of any meetings/interviews in relation to their investigation

At the conclusion of their investigation, the Headteacher will provide a formal written response within 20 school days of the date of receipt of the complaint. If the Headteacher is unable to meet this deadline, they will provide the complainant with an update and revised response date.

The response will detail any actions taken to investigate the complaint and provide a full explanation of the decision made and the reason(s) for it. Where appropriate, it will include details of actions Holy Trinity & St John's CE Primary School will take to resolve the complaint.

The Headteacher will advise the complainant of how to escalate their complaint should they remain dissatisfied with the outcome of Stage 1.

If the complaint is about the Headteacher, or a member of the Governing Body (including the Chair or Vice-Chair), a suitably skilled Governor will be appointed to complete all the actions at Stage 1.

Complaints about the Headteacher or member of the Governing Body must be made to Complaints Co-ordinator via the school office.

If the complaint is:

- Jointly about the Chair and Vice Chair or
- The entire Governing Body or
- The majority of the Governing Body

Stage 1 may be considered by a suitably skilled and impartial member of the Governing Body or if there are no suitably skilled and impartial members it could be considered by an independent investigator appointed by the Complaints Co-ordinator on behalf of the Governing Body or depending on the nature of the complaint and in the case of schools with a church foundation support could be sought from the Diocese to provide an impartial investigator. At the conclusion of their investigation, the chosen investigating body will provide a formal written response to the complainant and Governing Body.

Stage 2

If the complainant is dissatisfied with the outcome at Stage 1 and wishes to take the matter further, they can escalate the complaint to Stage 2 – a meeting with members of the Governing Body's Complaints Committee, which will be formed of the first three, impartial, Governors available. This is the final stage of the Complaints Procedure.

A request to escalate to Stage 2 must be made to the Complaints Co-ordinator via the school office, within 5 school days of receipt of the Stage 1 response.

If the Complaints Co-ordinator is not able to fulfil this responsibility, then another, suitably trained person will be chosen by the Governor Panel to fulfil this responsibility. All parties will be informed of who will be taking on this role and their contact information given.

The Complaints Co-ordinator will record the date the complaint is received and acknowledge receipt of the complaint in writing (either by letter or email) within 5 school days. Requests received outside of this time frame will only be considered if exceptional circumstances apply.

The Complaints Co-ordinator will write to the complainant to inform them of the date of the meeting. They will aim to convene a meeting within 20 school days of receipt of the Stage 2 request. If this is not possible, the Complaints Co-ordinator will provide an anticipated date and keep the complainant informed.

If the complainant rejects the offer of three proposed dates, without good reason, the Complaints

Co-ordinator will decide when to hold the meeting. It will then proceed in the complainant's absence on the basis of written submissions from both parties.

The Complaints Committee will consist of at least three Governors with no prior involvement or knowledge of the complaint. Prior to the meeting, they will decide amongst themselves who will act as the Chair of the Complaints Committee. If there are fewer than three Governors from Holy Trinity & St John's CE Primary School available, the Complaints Co-ordinator will source any additional, independent Governors through another local maintained school, local Governing Board members or Governors and trustees from within academies or multi-academy trusts, an associate member of another Governing Body or a school the Governing Body have a joint panel agreement with, in order to make up the Committee. Alternatively, an entirely independent Committee may be convened to hear the complaint at Stage 2.

Complainants can request an Independent Complaints Committee if they believe there is likely to be bias in the proceedings. Complainants must provide the Complaints Co-ordinator with evidence of bias in support of their request. The decision to uphold this request remains with the Governing Body. However, the Governing Body will err on the side of caution if the appearance of bias may be sufficient to taint any decision reached.

If the Committee is convening following rejection of three proposed dates without good reason the complaint will proceed on the basis of written submissions from both parties but in making their decision, they will be sensitive to the complainant's needs.

When the complainant attends the meeting, they may bring someone along to provide support. This can be a relative or friend. The Department for Education recommend that neither the complainant nor the school bring legal representation. These committees are not a form of legal proceedings.

The aim of the Governors Complaints Committee should be:

- Reconciliation
- To put right things that may have gone wrong

The Department for Education recognises there may be occasions when legal representation is appropriate for instance, if a school employee is called as a witness in a Complaints Meeting, they may wish to be supported by union and/or legal representation.

Complaints about staff conduct will not generally be handled under this Complaints Procedure. Complainants will be advised that any staff conduct complaints will be considered under staff disciplinary procedures, if appropriate, but outcomes will not be shared with them. Representatives from the media are not permitted to attend.

At least 10 school days before the meeting, the Complaints Co-ordinator will:

- Confirm and notify the complainant of the date, time and venue of the meeting, ensuring that, if the complainant is invited, the dates are convenient to all parties and that the venue and proceedings are accessible
- Request copies of any further written material to be submitted to the committee at least 7 school days before the meeting

Any written material will be circulated to all parties at least 5 school days before the date of the meeting.

The Committee will not normally accept, as evidence, recordings of conversations that were obtained covertly and without the informed consent of all parties being recorded. The school will seek advice from their GDPR DPO regarding any investigation information that can/cannot be shared with different parties or needs to be redacted in any way. The school will inform the Chair of the Complaints Committee who will inform the Complaints Co-ordinator of the advice given.

The Committee will not review any new complaints at this stage or consider evidence unrelated to the initial complaint to be included. New complaints must be dealt with from Stage 1 of the procedure. The meeting will be held in private.

Electronic recordings of meetings or conversations are not normally permitted unless a complainant's own disability or special needs require it. Prior knowledge and consent of all parties attending must be sought before meetings or conversations take place. Consent will be recorded in any minutes taken. Schools are data controllers in their own right and have the discretion via their policies to decide for themselves whether to allow complainants to record meetings, if it's not required for the purposes of a reasonable adjustment.

The Committee will consider the complaint and all the evidence presented.

The Committee can:

- Uphold the complaint in whole or in part
- Dismiss the complaint in whole or in part

If the complaint is upheld in whole or in part, the Committee will:

- Decide on the appropriate action to be taken to resolve the complaint
- Where appropriate, recommend changes to the school's systems or procedures to prevent similar issues in the future

The Chair of the Committee will provide the complainant and Holy Trinity & St John's CE Primary School with a full explanation of their decision and the reason/s for it, in writing, within 15 school days.

The letter to the complainant will include details of how to contact the Department for Education if they are dissatisfied with the way their complaint has been handled by Holy Trinity & St John's CE Primary School along with copies of the minutes.

If the complaint is:

- jointly about the Chair and Vice Chair or
- the entire Governing Body or
- the majority of the Governing Body

Stage 2 will be heard by a committee of independent Governors convened by the Complaints Co-ordinator from either impartial members of the GB or from another local maintained school, local Governing Board members and governors/trustees from within academies or multi academy trusts, an associate member of another Governing Body or from a school the Governing Body have a joint panel agreement with. The Committee will consider the complaint and all the evidence presented. The committee can:

- uphold the complaint in whole or in part
- dismiss the complaint in whole or in part

If the complaint is upheld in whole or in part, the committee will:

- decide on the appropriate action to be taken to resolve the complaint

- where appropriate, recommend changes to systems or procedures to prevent similar issues in the future

The Chair of the Committee will provide the complainant and Holy Trinity & St John's CE Primary School with a full explanation of their decision and the reason(s) for it, in writing, within 15 school days. The letter to the complainant will include details of how to contact the Department for Education if they are dissatisfied with the way their complaint has been handled by Holy Trinity & St John's CE Primary School along with copies of the minutes.

Complaint Campaigns

Occasionally, a school may become the focus of a campaign and receive large volumes of complaints:

- all based on the same subject
- from complainants unconnected with the school

Following an internal investigation into the subject matter by the Senior Leadership Team the school will respond either by:

- sending a template response to all complainants or
- publishing a single response on the school's website

If complainants in this case remain dissatisfied they may refer to the 'Next Steps' procedure.

Next Steps

If the complainant believes the school did not handle their complaint in accordance with the published Complaints Procedure or they acted unlawfully or unreasonably in the exercise of their duties under education law, they can contact the Department for Education after they have completed Stage 2.

The Department for Education will not normally reinvestigate the substance of complaints or overturn any decisions made by Holy Trinity & St John's CE Primary School. They will consider whether Holy Trinity & St John's CE Primary School has adhered to education legislation and any statutory policies connected with the complaint.

The complainant can refer their complaint to the Department for Education online at: www.education.gov.uk/contactus, by telephone on: 0370 000 2288 or by writing to:

Department for Education
Piccadilly Gate
Store Street
Manchester
M1 2WD

Policy for Managing Serial and Unreasonable Complaints

Holy Trinity & St John's CE Primary School is committed to dealing with all complaints fairly and impartially, and to providing a high-quality service to those who complain. Anyone has the right to raise a new complaint at any time. We will not normally limit the contact complainants have with the school. However, we do not expect our 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 complaints as 'those who, because of the frequency or nature of their contact with the school, hinder our consideration of their or other people's complaints'.

Examples: 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 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 the 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 complaint procedure has been fully and properly implemented and completed including referral to the Department for Education;
- 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.

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

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 (either by letter, phone, email or text) as it could delay the outcome being reached.

Whenever possible, the Headteacher or Chair of Governors will discuss any concerns with the complainant informally before applying an 'unreasonable' marking including suggesting that the complainant asks a third party to act on their behalf such as the local Citizen's Advice.

If the behaviour continues, the Headteacher will write to the complainant explaining that their behaviour is unreasonable and asking them to change it. For complainants who excessively contact the school

causing a significant level of disruption, we may specify methods of communication (such as restrict the complaint to a single point of contact via an email address) and limit the number of contacts in a communication plan. This will usually be reviewed after 6 months.

In response to any serious incident of harassment, aggression or violence, the concerns and actions taken will be put in writing immediately (including the decision to stop responding) and the police informed. This may include barring an individual from school premises.

Barring from the School Premises

Although fulfilling a public function, schools are private places. The public has no automatic right of entry. Schools will therefore act to ensure they remain a safe place for pupils, staff and other members of their community.

If an individual's behaviour is a cause for concern, a school can ask him/her to leave school premises. In serious cases, the Headteacher or the Local Authority can notify them in writing that their implied licence to be on school premises has been temporarily revoked subject to any representations that the person may wish to make. Schools should always give that person the opportunity to formally express their views on the decision to bar in writing. Anyone wishing to complain about being barred can do so, by letter or email, to the Chair of Governors. The decision to bar should then be reviewed, taking into account any representations and either confirmed or lifted. If the decision is confirmed the person should be notified in writing, explaining how long the bar will be in place and when the decision will be reviewed, usually after 6 months.

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



Concern & Complaints Procedure Flow Chart

INFORMAL CONCERN/COMPLAINT A

Discussion with Class Teacher/AHT/Key Stage Leader

INFORMAL CONCERN/COMPLAINT B

Discussion with Deputy Headteacher

(Concerns/Informal Complaints that are not made by a parent or carer are likely to go straight to Informal Complaint/Concern B)



STAGE 1

FORMAL COMPLAINT

Complaint in writing to the Headteacher who will organise for the complaint to be investigated



STAGE 2

FORMAL COMPLAINT

Complaint in writing to the Clerk of Governors who will convene a Governor Complaints Committee



STAGE 3

Complainant contacts the
Secretary of State for Education

Informal Concern/Complaint Form

For Concern/Complaints A & B

Please complete and return to either class teacher/Key Stage Leader/Assistant/Deputy Headteacher (delete as appropriate) who will acknowledge receipt and explain what action will be taken.

Your Name:
Pupil's Name (if relevant):
Your Relationship to the Pupil (if relevant):
Address: Postcode: Day time Telephone Number: Evening Telephone Number:

Please give details of your concern, including whether you have already spoken to anybody at the school about it. (Maximum of 500 words)

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

Signature:

Date:

Official use

Date acknowledgement sent:

By who:

Concern referred to:

Date:

Complaint form for Formal Complaints Stages 1 and 2 to the Headteacher/Governing Body

Please complete and return to either Headteacher/Complaints Co-Ordinator who will acknowledge receipt and explain what action will be taken.

Your Name:
Pupil's Name (if relevant):
Your Relationship to the Pupil (if relevant):
Address: Postcode: Day time Telephone Number: Evening Telephone Number:
Please give details of your concern, including whether you have spoken to anybody at the school about it. (Maximum of 500 words)
What actions do you feel might resolve the problem at this stage?

Are you attaching any paperwork? If so, please give details.

Signature:

Date:

Official use

Date acknowledgement sent:

By who:

Complaint referred to:

Date:

Roles and Responsibilities

Complainant

The complainant will receive a more effective response to the complaint if they:

- explain the complaint in full as early as possible
- co-operate with the school in seeking a solution to the complaint
- respond promptly to requests for information or meetings or in agreeing the details of the complaint
- ask for assistance as needed
- treat all those involved in the complaint with respect
- refrain from publicising the details of their complaint on social media and respect confidentiality

Investigator

The investigator's role is to establish the facts relevant to the complaint by:

- providing a comprehensive, open, transparent and fair consideration of the complaint through:
 - sensitive and thorough interviewing of the complainant to establish what has happened and who has been involved
 - interviewing staff and children/young people and other people relevant to the complaint
 - consideration of records and other relevant information
 - analysing information
- liaising with the complainant and the Complaints Co-ordinator as appropriate to clarify what the complainant feels would put things right.

The investigator should:

- conduct interviews with an open mind and be prepared to persist in the questioning
- keep notes of interviews or arrange for an independent note taker to record minutes of the meeting
- ensure that any papers produced during the investigation are kept securely pending any appeal
- be mindful of the timescales to respond
- prepare a comprehensive report for the headteacher or complaints committee that sets out the facts, identifies solutions and recommends courses of action to resolve problems

The Headteacher or Complaints Committee will then determine whether to uphold or dismiss the complaint and communicate that decision to the complainant, providing the appropriate escalation details.

Complaints Co-ordinator

This person is used for Complaints Stage 1 and 2.

The Complaints Co-ordinator should:

- ensure that the complainant is fully updated at each stage of the procedure
- liaise with staff members, Headteacher, Chair of Governors, Clerk and Local Authority (if appropriate) to ensure the smooth running of the Complaints Procedure
- be aware of issues regarding:
 - sharing third party information
 - additional support. This may be needed by complainants when making a complaint including interpretation support or where the complainant is a child or young person
- keep records

The Complaints Co-ordinator is also the contact point for the complainant and the Committee and should:

- ensure that all people involved in the Complaint Procedure are aware of their legal rights and duties, including any under legislation relating to school complaints, education law, the Equality Act 2010, the Freedom of Information Act 2000, the Data Protection Act (DPA) 2018 and the General Data Protection Regulations (GDPR)
- set the date, time and venue of the meeting, ensuring that the dates are convenient to all parties (if they are invited to attend) and that the venue and proceedings are accessible
- collate any written material relevant to the complaint (for example; Stage 1 paperwork, school and complainant submissions) and send it to the parties in advance of the meeting within an agreed timescale
- record the proceedings
- circulate the minutes of the meeting
- notify all parties of the committee's decision

Committee Chair

The Committee's Chair, who is nominated in advance of the complaint meeting, should ensure that:

- both parties are asked (via the Complaints Co-ordinator) to provide any additional information relating to the complaint by a specified date in advance of the meeting
- the meeting is conducted in an informal manner, is not adversarial, and that, if all parties are invited to attend, everyone is treated with respect and courtesy
- complainants who may not be used to speaking at such a meeting are put at ease. This is particularly important if the complainant is a child/young person
- the remit of the committee is explained to the complainant
- written material is seen by everyone in attendance, provided it does not breach confidentiality or any individual's rights to privacy under the DPA 2018 or GDPR
- if a new issue arises it would be useful to give everyone the opportunity to consider and comment upon it; this may require a short adjournment of the meeting
- both the complainant and the school are given the opportunity to make their case and seek clarity, either through written submissions ahead of the meeting or verbally in the meeting itself
- the issues are addressed
- key findings of fact are made
- the Committee is open-minded and acts independently
- no member of the committee has an external interest in the outcome of the proceedings or any involvement in an earlier stage of the procedure
- the meeting is minuted
- they liaise with the Clerk (and Complaints Co-ordinator, where necessary)

Committee Member

Committee Members should be aware that:

- The meeting must be independent and impartial, and should be seen to be so no Governor may sit on the committee if they have had a prior involvement in the complaint or in the circumstances surrounding it.
- The aim of the meeting should be to resolve the complaint and achieve reconciliation between the school and the complainant. We recognise that the complainant might not be satisfied with the outcome if the meeting does not find in their favour. It may only be possible to establish the facts and make recommendations.

- Many complainants will feel nervous and inhibited in a formal setting. Parents/carers often feel emotional when discussing an issue that affects their child.
- Extra care needs to be taken when the complainant is a child/young person and present during all or part of the meeting. Careful consideration of the atmosphere and proceedings should ensure that the child/young person does not feel intimidated. The Committee should respect the views of the child/young person and give them equal consideration to those of adults. If the child/young person is the complainant, the committee should ask in advance if any support is needed to help them present their complaint. Where the child/young person's parent/carer is the complainant, the Committee should give the parent/carer the opportunity to say which parts of the meeting, if any, the child/young person needs to attend.
However, the parent/carer should be advised that agreement might not always be possible if the parent/carer wishes the child/young person to attend a part of the meeting that the Committee considers is not in the child/young person's best interests.
- The welfare of the child/young person is paramount.

This policy has been adopted from the KCC Model Governance Complaints Policy and Procedures
 This policy will be reviewed annually by the Headteacher and ratified by the Governing Body
 Headteacher & Governing Body - September 2026
 To be reviewed September 2027