



## St. Stephen's Junior School

### Complaints Procedure

Agreed by FGB September 2023

Next Review: September 2024

St. Stephen's Junior School is committed to providing the very best education for our children and we want our pupils to be healthy, happy, safe and to do well. We recognise the importance of establishing and maintaining good relationships with parents, carers and the wider community. We are aware that there may be occasions where people have concerns or complaints and the following procedure sets out the steps that should be followed in order to resolve these as promptly, fairly and informally as possible.

Academies are required under Part 7 of the Education Regulations 2014 to have in place a procedure for dealing with complaints from parents and carers of the school regarding their child. Sometimes when concerns are more specific, there are alternative and more appropriate policies for dealing with them. The following lists specific topics and the correct policy to refer to should you have a concern or complaint. You can access these policies on the school website or ask for a copy from the school office.

- Pupil Admissions: please see the school's admissions policy
- Pupil Exclusions; please see the school's Exclusion policy
- **Special Educational Needs: you can use this policy to complain unless your child has an Education, Health and Care Plan and you wish to appeal against a decision that the local authority has taken. If this is the case, you need to contact the local authority.**
- Staff grievance, capability or disciplinary; these are covered by separate school policies and procedures
- Anonymous complaints: Please refer to the school's whistleblowing policy
- Subject Access Requests and Freedom of Information Requests: please see the school's Data protection and Freedom of Information Policies

### Aims and principles of the policy

This policy aims to:

- Encourage the resolution of concerns and complaints by informal means wherever possible
- Ensure that concerns are dealt with quickly, fully and fairly within defined time limits wherever possible
- Provide effective and appropriate responses to concerns and complaints
- Maintain good relationships between the school and all those involved
- Where concerns are raised, the school intends for these to be dealt with fairly, openly and promptly. The governing body has approved the following procedure which explains what you should do if you have any concerns about the school.

- Where appropriate, the school may offer mediation to resolve a concern or complaint at any stage of the process. The school may also use someone independent from the school to investigate a complex issue and to report back to the Headteacher, Chair of Governors or Governor Complaints Panel (depending on which the stage of the process the complaint is being dealt with).

## **Raising Concerns**

The majority of concerns can be dealt with without resorting to the complaints procedure. Where you have a concern or query about any aspect of the school or your child's education or wellbeing, raise this with your child's class teacher or Head of Year in the first instance. Ideally they will be able to address your concerns immediately or can arrange a meeting with you to discuss the issue.

All concerns will be dealt with confidentially, although it may be necessary to take notes if the matter may need to be taken further or may arise again in the future.

## **Safeguarding**

Wherever a complaint indicates that a child's wellbeing or safety is at risk, the school is under a duty to report this immediately to the local authority. Any action taken will be in accordance with the school's Safeguarding policy.

## **Complaints received outside of term time**

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

## **Social Media**

In order for complaints to be resolved as quickly and fairly as possible, we ask that complainants do not raise concerns or discuss them publicly via social media. Complaints will be dealt with confidentially by the school and we expect complainants to observe confidentiality also.

## **Complaints that result in staff capability or disciplinary**

If at any formal stage of a complaint it is determined that staff disciplinary or capability proceedings are necessary, the details of any action will remain confidential to the Headteacher and/or the individual's line manager. The complainant is not entitled to participate in the process or receive any detail about the proceedings.

## **Complaints about a Headteacher or the governors**

Where a complaint concerns the Headteacher, the complainant should first approach the Headteacher in an attempt to resolve the issue informally. If the complainant is not satisfied with this outcome they should notify the clerk to the governors that they wish to take a complaint forward. The Stage 3 process will then commence and the Chair of Governors will take the process forward.

Where a complaint concerns a governor, the same process applies as for the Headteacher. Where a complaint concerns the Chair of Governors the procedure at Stage 3 will apply but the Vice Chair or an independent investigator will take the process forward.

## **Record-keeping and Confidentiality**

A written record will be kept of all formal complaints dealt with at all stages of the school's complaint procedure. Actions taken as a result of complaints will be recorded. All correspondence, statements and records regarding complaints will be kept confidential except when requested to provide them during a school inspection.

## The Stages of the Complaints Process

(flowchart of process at appendix 2)

### Stage 1 – Informal Complaint

Please start by telling the class teacher or form tutor about your concern. This is usually the best and quickest way of resolving issues. In some cases the class teacher may feel it more appropriate to refer you to a more senior or experienced member of staff who will try to resolve the concern informally.

- *It is recommended that you make an appointment to speak to the class teacher or Head of Year as soon as possible as this will give both parties the opportunity to talk about the issue without being interrupted*
- *It is important to recognise that schools are busy organisations and may not be able to offer an appointment straight away*
- *The purpose of this meeting should be to establish the nature of the concern and to seek a resolution to the problem*
- *It is good practice for the class teacher to make a brief written record of the concerns raised and any actions agreed*
- *They may need to carry out an investigation or talk to others before they can respond to you. You should be given a timescale for a response of 5 school days.*

### Stage 2 – Meeting with The Headteachers or Senior Leadership team

We will always ask that parents have a face to face meeting with the Headteachers or Senior Leadership team prior to making a formal written complaint. If we receive a formal written complaint and this stage of the process has not taken place we will then ask to meet with the parent to discuss the issue. It would be hoped that at this stage an informal resolution can be reached.

### Stage 3 – Formal Written complaint

If you feel dissatisfied with the outcome of discussions with the Headteachers or member of SLT you will need to make a formal complaint in writing to the Headteachers, or a member of SLT if it is about the Headteachers.

***(You must use the form attached as appendix 1 to do this.)*** (Refer to school website [www.ststephensjuniorschool.co.uk](http://www.ststephensjuniorschool.co.uk) for members of SLT)

Your complaint should clearly state:

- The nature of the complaint
- What action you have taken to resolve the complaint
- What action you would like to see as a result of the complaint
  
- The Headteachers or member of the Senior Leadership Team will consider the complaint and in doing so will:
  - Establish what has happened so far, and who has been involved;
  - Meet or contact you if they need further information;
  - Clarify what you feel would put things right if this has not been set out in your letter or included on your form;
  - Interview those involved in the matter and those complained of, allowing them to be accompanied if they wish;
  - Conduct any interviews with an open mind;
  - Keep notes of any interview for the record
  
- The Headteachers or member of the Senior Leadership Team will keep in mind ways in which the complaint can be resolved. It may be sufficient to acknowledge that the complaint

is valid in whole or in part. In addition, it may be appropriate to offer one or more of the following:

- an apology
- an explanation
- an admission that the situation could have been handled differently or better (please note this is not an admission of negligence)
- an assurance that the event complained of will not recur
- an explanation of the steps that have been taken to ensure that it will not happen again
- an undertaking to review policies and practice in light of the complaint

It may also be the case that the complaint may not have any substance and is therefore considered to be unfounded or unsubstantiated.

The Headteachers or member of the Senior Leadership Team will discuss the outcome with you and should send a detailed response within a maximum of 20 school days. Where this proves to be unrealistic, you will be informed in writing and given an estimate of how long it will take to provide a detailed response.

Where you are unhappy about the decision the member of the Senior Leadership Team has made about your complaint, this does not become a complaint about the staff member concerned. However, you will be advised of your entitlement to take your original complaint to the next stage by writing to the Clerk to the Governing Body as soon as possible after receiving the decision, briefly outlining the content of the complaint and requesting that a governor complaints panel is convened.

#### **Stage 4 – Governor Panel**

If you are not satisfied with the response of the member of the Senior Leadership Team, or you have a concern or complaint that is specifically about the Headteacher which has not been resolved informally, then you must write to the Clerk to the Governing Body as soon as possible after receiving the decision, briefly outlining the content of the complaint and requesting that a governor complaints panel is convened and marking any envelope or email “urgent, private and confidential, for the attention of the Clerk to the Governing Body”. Alternatively you can email the clerk at: [clerktotrustees@ststephensjuniorschool.co.uk](mailto:clerktotrustees@ststephensjuniorschool.co.uk)

- *The Clerk to the Governing Body will acknowledge receipt of the letter within 5 school days. The acknowledgement will inform the complainant that three members of the school’s governing body will hear the complaint within 20 school days of receiving the complaint. The letter will invite the complainant to attend and also explain that the complainant has the right to submit any further documentation relevant to the complaint. The complainant may bring a friend or someone else for support.*
- *For complaints specifically about the Headteacher, the Chair of Governors will arrange for the complaint to be investigated, either by him/herself or by an appropriate independent investigator.*
- *A meeting of the Governors Complaints Panel will be convened. No governors with prior involvement in the issues complained about will be included on the panel and it may be necessary to use reserves (previously agreed by the Governing Body) to ensure the Panel can meet within the set time. One panel member will be independent of the management and running of the school. An experienced governor will chair the panel meeting. The chair/clerk of the complaints panel will contact the complainant with the arrangements.*
- *Once the panel has been held, the complainant, the school, and where relevant, the person being complained about, will be informed of the findings and recommendations of the panel hearing within fifteen school days. If it is not possible to meet these timescales then the chair of the panel will contact both parties to discuss a mutually convenient date. The findings and recommendations will also be available for inspection on the school premises.*

Further information on how the panel operates and the process is attached at Appendix 3.

## Stage 4 – Escalation to the Education and Skills Funding Agency

If the complainant remains unsatisfied with the way in which their complaint has been handled by the school, they will be made aware of the Education and Skills Funding Agency's complaint system which can be found at:

<https://www.gov.uk/government/organisations/department-for-education/about/complaints-procedure>

The ESFA will not normally reinvestigate the substance of complaints or overturn any decisions made by the school. They will consider whether the school has adhered to education legislation and any statutory policies connected with the complaint and whether they have followed Part 7 of the Education Regulations 2014.

The complainant can refer their complaint to the ESFA online at [www.education.gov.uk/contactus](http://www.education.gov.uk/contactus) or by telephone on: 0370 000 2288 or by writing to:-

Academy complaints and Customer Insight Unit

Education and Skills Funding Agency

Cheylesmore House

5 Quinton Road

Coventry CV1 2WT

## Policy for unreasonable complainants

Our school is committed to dealing with all complaints fairly and impartially, and to providing a high quality service to those who complain. We will not normally limit the contact complainants have with the school. However, we do not expect our staff to tolerate unacceptable behaviour or an unreasonable burden on a member of staff's duties. We will take action to protect staff from that behaviour, including that which is abusive, offensive or threatening.

The school defines unreasonable complainants as *'those who, because of the frequency and/or nature of their contacts 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 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 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 number of communications with the school regarding the particular complaint while the complaint in question 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.

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 and limit the number of contacts in a communication plan. We may also direct all future contact/correspondence to one member of staff for a length of time. This will usually be reviewed after 6 months.

In response to any serious incident of aggression or violence, the concerns and actions taken will be put in writing immediately and the police informed. This may include banning 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 a parent's behaviour is a cause for concern, the school could ask him/her to leave the school premises. In serious cases, the Headteacher can notify them in writing that their implied licence to be on school premises has been temporarily revoked subject to any representations that the parent may wish to make. The school should always give the parent the opportunity to formally express their views on the decision in writing. The decision to bar should then be confirmed or lifted by the Headteacher. If the decision is confirmed the parent should be notified in writing by the Headteacher, explaining how long the bar will be in place. Consideration may have to be made on the practicalities of the child coming into school.

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 DFE. 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.

## Appendix 1

Please complete and return to Mrs Jayne Dowkes who will acknowledge receipt and provide a copy of the school's complaints procedure.

# COMPLAINT FORM ST. STEPHEN'S JUNIOR SCHOOL

Your name:

Pupil's name:

Your relationship to pupil:

Child's Class Teacher:

**Nature of complaint:**

(Alternatively please attach your letter of complaint)

**What action, if any, have you already take to try and resolve your complaint? Who did you speak to and what was the response?**

**Outcome:**

(Please state what you would like to happen as a result of your complaint)

**Are you attaching any paperwork? Yes/No**

**Signed:**

**Date:**

***Official use only:***

*Date complaint received:*

*Date acknowledgement/copy of complaints procedure sent:*

*By whom:*

*Complaint referred to:*

*Date:*

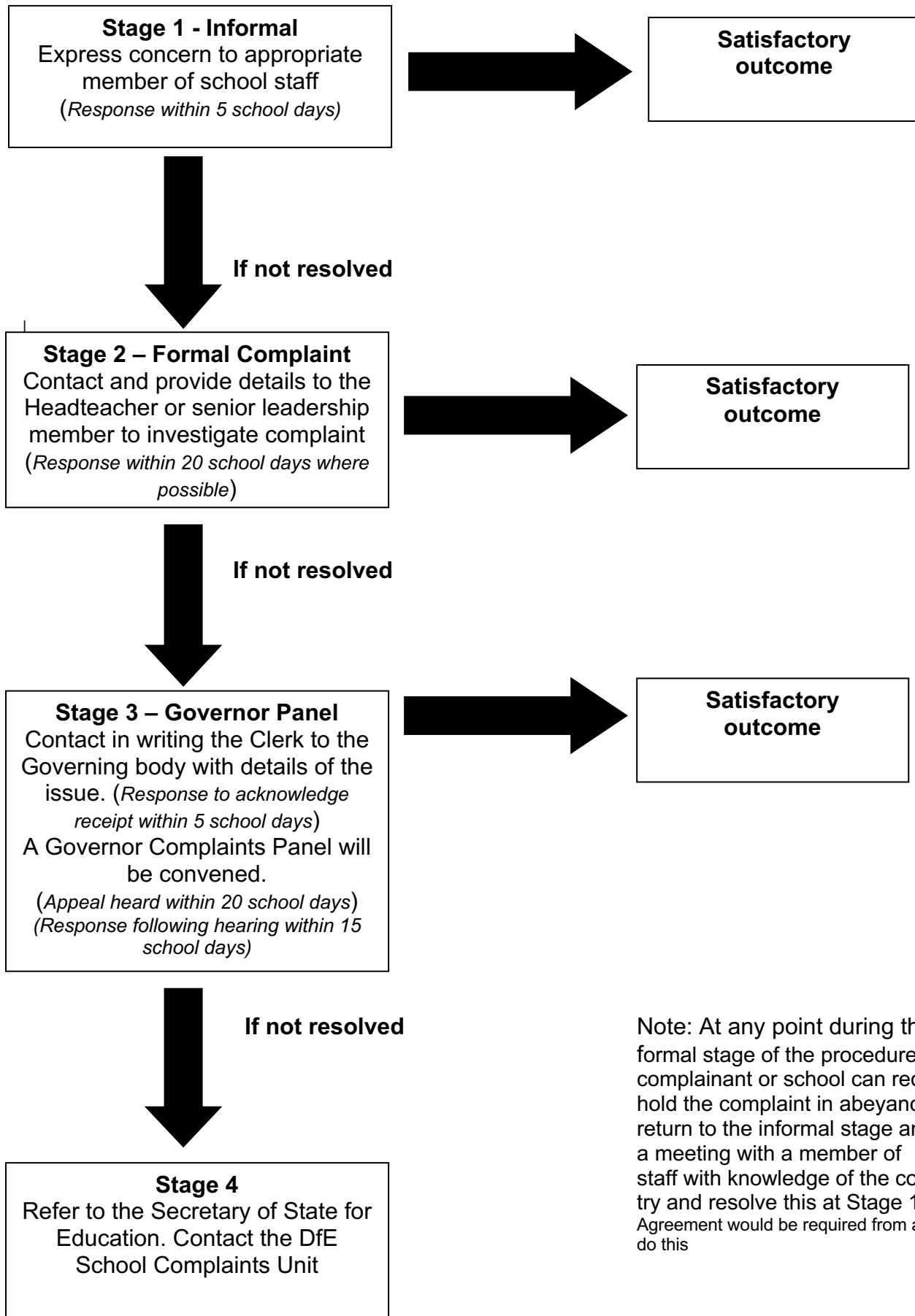
*Complaint resolved?*

*Details:*



## Appendix 2

### Complaints Procedure Flowchart



Note: At any point during the formal stage of the procedure, the complainant or school can request to hold the complaint in abeyance and return to the informal stage and request a meeting with a member of staff with knowledge of the complaint to try and resolve this at Stage 1. Agreement would be required from all parties to do this

## Appendix 3

### Governor Complaints Panel procedure

- At the panel hearing:
  - The complainant will have the opportunity to present their complaint.
  - The Headteacher will explain the school's position.
  - Those present will have the opportunity to ask questions.
  - Panel members will have the opportunity to ask questions of the complainant and the Headteacher.
  - The Headteacher will be given the opportunity to make a final statement to the panel.
  - The complainant will be given the opportunity to make a final statement to the panel.
  - The chair will ask the complainant if he or she feels they have had the opportunity to say everything they wish to say in relation to the complaint.
- The Chair of the Panel has responsibility to ensure that detailed minutes are taken but whether they are available to all parties will be at his/her discretion.
- The Chair of the Panel will explain to the complainant and Headteacher that the Panel will consider its decision and that a written decision will be sent to both parties within 15 working days. The complainant, Headteacher, other members of staff and witnesses will then leave.
- The Panel will then consider the complaint and all the evidence presented and:
  - Agree a decision on the complaint;
  - Decide upon the appropriate action to be taken to resolve the complaint; and
  - Where appropriate, suggest recommended changes to the school's systems or procedures to ensure that problems of a similar nature do not recur.
- A written statement clearly setting out the decision of the Panel must be sent to the complainant and Headteacher. The letter to the complainant should also advise how to take the complaint further.
  - The school should ensure that a copy of all correspondence and notes are kept on file in the school's records. These records should be kept separately from the pupil's personal records.