



Brampton Abbots CE Primary School



Bridstow CE Primary School



Oak Meadow Federation

## Complaints Policy

This policy is based on the model policy produced by the National Association of Headteachers  
The policy will be reviewed and updated by the Governing Body at least every three years.  
All references to 'the school' imply both Brampton Abbots and Bridstow Primary Schools.

Policy approved by Governing Body on 13<sup>th</sup> July 2020

Signed Daniel Brearey, Headteacher

Paul Mason, GB Chair

Policy due for review July 2023

## POLICY ON COMPLAINTS

### 1. General Principles:

- 1.1 This procedure is intended to allow you to raise a concern or complaint relating to the school, or the services that it provides. (Note: paragraph 5 covers particular issues regarding SEND provision.)
- 1.2 An anonymous concern or complaint will not be investigated under this procedure unless there are exceptional circumstances.
- 1.3 To enable a proper investigation, concerns or complaints should be brought to the attention of the school as soon as possible. In general, any matter raised more than three months after the event, will not be considered.
- 1.4 This policy is written having regard for the advice contained in the DfE guidelines document “Best Practice Advice for School Complaints Procedures 2020”.

### Raising a concern or complaint

#### 2. Informal Stage

- 2.1 It is normally appropriate to communicate directly with the member of staff concerned. This may be by letter, by telephone or in person by appointment, requested via the school office. 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.
- 2.2 In the case of serious concerns it may be appropriate to address them directly to the Headteacher (or to the Chair of the governing body if the complaint is about the Headteacher).
- 2.3 If you are uncertain about who to contact, please seek advice from the school office or the Clerk to the governing body.

#### 3. Formal Stage

- 3.1 If your concern or complaint is not resolved at the informal stage you may choose to put the complaint in writing and pass it to the Headteacher, who will be responsible for ensuring that it is investigated appropriately. If the complaint is about the Headteacher, your complaint should be passed to the Clerk to the governing body, for the attention of the Chair of the governing body.

A Complaint Form is provided to assist you; forms are available from the school office.

You should include details which might assist the investigation, such as names of potential witnesses, dates and times of events, and copies of relevant documents.

It is very important that you include a clear statement of the actions that you would like the school to take to resolve your concern. Without this, it is much more difficult to proceed.

Please pass the completed form, in a sealed envelope to the school office. The envelope should be addressed to the Headteacher, or to the Clerk to the governing body, as appropriate.

- 3.2 The Headteacher (or Chair of the governing body) may invite you to a meeting to clarify your concerns and to explore the possibility of an informal resolution. If you accept that invitation,

you may be accompanied by a friend, if you wish, to assist you in explaining the nature of your concerns.

- 3.3 It is possible that your complaint will be resolved through a meeting with the Headteacher (or Chair). If not, arrangements will be made for the matter to be fully investigated, using the appropriate procedure. In any case you should learn in writing, usually within five school days of the school receiving your formal complaint, of how the school intends to proceed. This notification should include an indication of the anticipated timescale.
- 3.4 Any investigation will begin as soon as possible and when it has been concluded, you will be informed in writing of its conclusion.
- 3.5 If you are not satisfied with the manner in which the process has been followed, you may request that the governing body reviews the process followed by the school, in handling the complaint. Any such request must be made in writing to the Clerk to the governing body, within ten school days of receiving notice of the outcome, and include a statement specifying any perceived failures to follow the procedure. The procedure described below will be followed. A Review Request form, available from the school office, is provided for your convenience.

#### **4. Review Process**

- 4.1 Any review of the process followed by the school will be conducted by a panel of three members of the governing body. This will usually take place within ten school days of receipt of your request.
- 4.2 The review will normally be conducted through a consideration of written submissions, but reasonable requests to make oral representations should be considered sympathetically.

#### **5. Provision for children with special educational or disability needs.**

- 5.1 If you feel that the school has not provided the support required by your child's SEN statement or education, health and care (EHC) plan you should talk to the school's special educational needs coordinator. If your complaint remains unresolved you should follow the complaints procedure outlined above and if you then remain unhappy you should contact the Local Authority.  
[https://www.herefordshire.gov.uk/info/200144/schools\\_and\\_education/841/children\\_with\\_special\\_educational\\_needs\\_and\\_disability](https://www.herefordshire.gov.uk/info/200144/schools_and_education/841/children_with_special_educational_needs_and_disability)
- 5.2 However, if you disagree with a decision that the LA has made about a SEN statement or an EHC plan you can appeal the decision through one of the following websites. Please note that complaints of this kind cannot be investigated by the school.  
<https://www.gov.uk/appeal-ehc-plan-decision>  
<https://www.gov.uk/appeal-sen-statement-decision>