The King's Church of England Primary School

Encouraging every child to reach their full potential, nurtured and supported in a Christian community which lives and learns by the values of Love, Compassion and Respect.

The King's School

Complaints Policy & Procedure

Agreed by: The Governing Board

Date: October 2026

Review Cycle: Annually

Next Review: October 2027

All The King's School policies should be read in conjunction with the Equality Policy

If you require a copy of this document in large print, Braille, audio format or paper please contact the School Office

The Schools HR Co-operative
Every School Matters

Based on
Model HR Complaints Procedure for Schools

Section	Contents		Page
1.	Introduction		4
2.	Scope		4
3.	General Principles		4
	3.1	Publicising the Complaints Procedure	
4.	Informal Stage: Hearing Concerns and Seeking Resolution		5
	4.1	Procedure and timelines	5
5.	Complaints Procedure		6
	5.1	Formal Submission Method	6
	5.2	Stage One: Complaint heard by Headteacher or Senior Leader	6
	5.3	Stage Two: Escalation to Review Panel	7
	5.4	The Remit of the Complaints Appeal Panel	8
	5.5	Roles and Responsibilities	8
	5.6	Hearing the Complaint at the Complaints Review Panel Hearing	9
	5.7	Notification of the Complaints Appeal Panel's Decision	10
	5.8	Complaints against the Headteacher/Chair or Vice Chair of Governors/Member of the Governing Board/Governing Board	10
6.	External Referral		11
7.	Serial, Persistent, Unreasonable and Vexatious Complainants		11
8.	Barring from the School Premises		
Appendix 1	Guidance on dealing with Serial, Persistent, Unreasonable and Vexatious Complainants		13
Appendix 2	Alternative Complaints Procedures		15
Appendix 3	Summary of Section 29 of the Education Act 2002		17
Appendix 4	Summary of Part 7 of Education (Independent School Standards) Regulations 2014		18

Appendix 5	**Complaint Form**	**19**
Appendix 6	**Flowchart – Summary of Dealing with Complaints**	**25**

1. Introduction

At The King's C of E Primary School, we encourage every child to reach their full potential, nurtured and supported in a Christian community which lives by the values of love, compassion, and respect. The school's Governors and Headteacher are committed to providing an excellent education that inspires and encourages its pupils and the entire school community.

As a faith school, The King's CE Primary School ensures that its complaints procedure remains consistent with Diocesan Regulations (Southwark Diocesan Board of Education). This document meets the statutory requirements of Section 29 of the Education Act 2002 and is directly aligned with The Schools HR Co-operative Model Complaints (see summary at **Appendix 3**).

Our aim is for **all children, parents and carers to be happy at The King's School. As a member of our wider community, you may wish to raise and resolve questions** or concerns with the school or make a formal complaint. We aim to address all concerns or complaints openly, fairly, promptly, and without prejudice. This procedure incorporates an Informal Seeking Resolution phase as the essential first step, followed by a two-stage formal complaints procedure (Stage 1: Formal Investigation & Decision; Stage 2: Governing Body Review Panel).

It is important to be clear about 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".

2. Scope

This policy outlines the procedure relating to handling concerns and complaints from parents, carers, or members of the general public regarding the actions or inactions of individual members of staff, including the Headteacher.

Certain matters are governed by separate statutory procedures and are excluded from the scope of this policy (**see appendix 2**):

- Admissions to the school
- Statutory assessments of Special Educational Needs (SEN)
- Safeguarding and Child Protection matters
- Exclusion of children from school
- Whistleblowing concerns
- Staff grievances or staff disciplinary procedures
- Daily acts of Collective Worship (directed to the Southwark Diocesan Board of Education)
- Services by external premises renters/providers

3. General Framework of Principles

The underlying principle of this policy is that the vast majority of concerns should be handled and resolved informally at the earliest possible opportunity without needing formal

procedures.

In accordance with our HR standards, our procedures will:

• whenever possible encourage resolution of problems by informal means
• be simple, easily accessible and published on the school website
• be impartial and non-adversarial
• allow swift handling, with established time limits for action and ensure people are kept informed of progress
• ensure a full and fair investigation by independent persons where necessary
• respect people's wish for confidentiality wherever possible
• address all the points at issue and provide an effective response and appropriate redress where necessary
• treat those with a concern or complaint with respect and courtesy
• ensure that any decisions we make are lawful, rational, reasonable, fair and proportionate, in line with the principles of administrative law
• at any complaint stage, keep complainants informed of the progress of the process
• consider how the complaint can feed into school improvement evaluation processes
• provide information to the school's Leadership Team so that services can be improved
• aim to give a complainant the opportunity to complete the complaints procedure in full
• be sensitive to the needs of all parties involved and make any reasonable adjustments needed to accommodate individuals.

3.1 Publicising the Complaints Procedure
Kings will: ensure we publicise the existence of this policy and make it available on the school website

4. Informal Stage: Handling Concerns and Seeking Resolution

A concern is defined as "an expression of worry or doubt over an issue considered to be important for which reassurances are sought". The school will resolve concerns through day-to-day communication as far as possible.

4.1 Informal Procedure & Timelines:

In the majority of cases, the concern should first be raised informally with the child's class teacher, or by sending an email for their attention to info@kings.richmond.sch.uk. Staff will aim to resolve issues on the spot or arrange a mutually convenient time to discuss.

If a satisfactory conclusion is not reached, an appointment should be made with the Phase Leader, Assistant Head or Deputy Headteacher. This meeting should take place as soon as possible and normally within **3 school days** of the initial conversation with the class teacher.

Occasionally, the person raising the concern views the issue to be particularly serious or directly concerns senior staff, it may be raised in the first instance directly with the Assistant Head, Deputy Headteacher or Headteacher.

If a satisfactory conclusion is still not reached following this meeting, the person may either:

- request a second meeting with the Deputy Head or Headteacher - to take place within **5 school days** of the request.
- Make a formal complaint

King's prioritise safeguarding therefore complaints about child protection matters are handled under our child protection and safeguarding policies and in accordance with relevant statutory guidance.

5. Formal Complaints Procedure

A **complaint** is defined as "an expression of dissatisfaction, however made, about actions taken or a lack of action".

5.1 Formal Submission Method

To invoke the formal complaints procedure, the complainant must complete the complaint form in Appendix 5 or a formal letter or email using the prompts from the 'Complaints Form' marked **'confidential'**. If delivered in person, it should be sealed and handed in to the main school office; if emailed, it must be sent to info@kings.richmond.sch.uk for the attention of the appropriate adjudicator.

Adjudication Routing:

Subject of Complaint	**Addressed to**
Member of staff (other than Headteacher)	Headteacher
Headteacher	Chair of Governors
Single Governor/ Vice Chair	Chair of Governors
Chair of Governors	Clerk to Governors.

Timescales

The complainant must raise the complaint within **3 months** of the incident (or last in a series of incidents). All references to resolution windows are calculated strictly in school days (excluding weekends and official school holidays). Complaints received out of term time are deemed received on the first school day back.

Written acknowledgement of the formal complaint will be sent within **5 school days of receipt.**

If at any point we cannot meet the time scales we have set out in this policy, we will:
- set new time limits with the complainant
- send the complainant details of the new deadline and explain the delay.

5.2 Stage One: Investigation by the Headteacher or Senior Leader

It is in everyone's interest that complaints are resolved at the earliest possible stage.

Complaints regarding school staff are investigated by the Headteacher or delegated to a member of the Senior Leadership Team, though the formal decision rests with the Headteacher. See section 5.8 for complaints against the Headteacher or Governors.

The person dealing with the complaint should provide a written acknowledgement to the complainant within **5 working days** of receiving the complaint. A copy of this complaints procedure should be provided at the same time.

Stage one: Investigator Actions

The investigator will:

- clarify the nature of the complaint and desired outcomes
- review written evidence, offer to interview the complainant (allowing companions if requested)
- Maintain confidential notes of all discussions.

Stage One: Decision & Notification

After considering the available evidence, the person or panel considering the complaint may:

• uphold the complaint and direct that certain action be taken to resolve it;

• reject the complaint in its entirety;

• uphold the complaint in part: in other words, they may find one aspect of the complaint to be valid, but not another aspect. They may direct that certain action to be taken to resolve the aspect that they find in favour of the complainant.

The formal written decision will be issued to the complainant within **15 school days** of the date of acknowledgement.

The written response must be endorsed by the Headteacher. It should also inform the complainant that if they remain dissatisfied with the outcome to their complaint, they can progress it to the second stage of this procedure.

If no further communication is received from the complainant within the specified period, it is deemed that the complaint has been resolved and the matter is closed.

5.3 Stage Two: Escalation to Review Panel

If the complainant remains dissatisfied with the outcome at Stage 1, they may request an escalation to Stage 2 – Governing Body Review Panel. This is the final stage of the school's complaints procedure.

- The request to escalate to Stage 2 must be made in writing to the Clerk (via the main school office) within **10 school days** of the date of the Stage 1 response.
- The Review Panel will consist of a minimum of three non-staff, impartial governors.
- The Review Panel meeting will be convened within **20 school days** of receipt of the request to escalate.
- Both parties may provide written submissions prior to the hearing. This further written evidence must be received no later than **5 school days** before the hearing.
- The Panel will not accept new complaints at this stage or evidence unrelated to the complaint being reviewed. Nor will the Panel accept, as evidence, recordings of conversations that were obtained covertly and without the informed consent of all parties being recorded, unless there are exceptional circumstances which are agreed by the Panel.

- The complainant may attend and be accompanied by a companion or friend. Legal representation is generally discouraged and considered only on an exceptional case-by-case basis. For instance, if a school employee is called as a witness in a complaint meeting, they may wish to be supported by their union.
- Where the date offered by the clerk is rejected by the complainant, the Clerk can offer two additional dates. If these are also rejected without good reason, the Clerk will decide when to hold the hearing which will then proceed in the complainant's absence and based on any written submissions and evidence from both parties.
- The Clerk will give all parties at least **10 school days** notice of the review hearing.

5.4 The Remit of the Complaints Review Panel

The Review Panel will issue its findings, recommendations, and formal decision in writing within **5 school days** of the meeting.

The outcome

The panel can:

• Uphold the complaint, in whole or in part

• Dismiss the complaint, in whole or in part

If the complaint is upheld, the panel will:

• decide the appropriate action to resolve the complaint

• where appropriate, recommend changes to the school's systems or procedures to prevent similar issues in the future

5.5 Roles and Responsibilities

The complainant

The complainant will get a more effective and timely response to their complaint if they:

• follow these procedures

• co-operate with the school throughout the process, and respond to deadlines and communication promptly

• treat all those involved with respect

• do not publish details about the complaint or the school's response to any complaint, including on any messaging platforms, as this could prejudice any investigation into the matter by the school

The investigator

An individual will normally be identified who will look into the complaint and establish the facts. Sometimes this will be the person adjudicating the complaint, although it may be someone the adjudicator appoints to act solely as investigator.

When investigating a complaint, we will try to clarify:

• what has happened

• who was involved

• what the complainant feels would put things right.

At each stage, the investigator will:

• establish what has happened so far, and who has been involved

• consider records and any written evidence and keep these securely

• clarify the nature of the complaint and what remains unresolved
• offer to meet with the complainant
• clarify what the complainant feels would put things right
• interview those involved and/or those complained about and allow them to be accompanied if they wish
• conduct the interview with an open mind and be prepared to be persistent in the questioning
• keep notes of all interviews in a confidential electronic file held by the Headship Team for 6 years after the complaint has been resolved.
• where the investigator is not the adjudicator, prepare a comprehensive report to the Headteacher, Chair of Governors and/or other adjudicating governor or panel of governors, as appropriate, which includes the facts and potential solutions for consideration.

5.6 Hearing the Complaint at the Complaints Appeal Panel Hearing

The aim of the hearing will be to resolve the complaint and achieve reconciliation between the school and the complainant. The hearing should be kept as informal as possible and heard in private.

In the interest of natural justice, the introduction of previously undisclosed evidence or witnesses would be a reason to adjourn the hearing so that both sides have time to consider and respond to the new evidence.

The recommended conduct of the review is as follows:

- The Chair of the Panel ("Chair") will welcome the complainant, introduce the Panel members and explain the procedure
- The Chair will invite the complainant to explain the complaint
- The Panel members may question the complainant about the complaint and the reasons why it has been made
- The Chair will invite the Headteacher to ask any questions of the complainant relevant to the complaint
- The Chair will invite the Headteacher to make a statement in response to the complaint. At the discretion of the Chair, the Headteacher may invite members of staff directly involved in the complaint to supplement the Headteacher's response; the Headteacher may ask them questions
- The Panel may ask questions of the Headteacher and the members of staff called about the response to the complaint
- The Chair will allow the complainant to ask questions of the Headteacher and members of staff about the response to the complaint
- Either party has the right to call witnesses, subject to the approval of the Chair. Witnesses are only required to attend for the part of the hearing in which they give their evidence
- The Panel, the Headteacher and the complainant may question any such witnesses
- The Chair will invite the Headteacher to make a final statement to sum up their case

- The Chair will invite the complainant to make a final statement to sum up their case
- The Chair will explain to the complainant and the Headteacher that the Panel will now consider all the information available to them and reach a decision
- The Chair will then ask all parties to leave except the members of the Panel
- The Panel will then consider the complaint and all the evidence presented and reach a decision on the complaint and the reasons for it; and decide upon the appropriate action to be taken to resolve the complaint.

A written decision will be sent to both parties (and where appropriate, to the specific individual against whom the complaint was made). This should include notification of any recommendations made.

5.7 Notification of the Complaints Review Panel's Decision

The Chair of the Panel or Clerk to the Governing Board when applicable, needs to ensure that the complainant is notified of the Panel's decision, in writing, with the Panel's response within **10 working days** of the date of the hearing. The letter should inform the complainant that this was the last stage of the Complaints Procedure and that the Complaints Review Panel's decision is final. They should be informed of what they need to do if they wish to pursue the matter further externally (see Section 6 of this Policy).

The findings and recommendations of the Panel must be available for inspection on the school premises by the Proprietor and the Headteacher.

5.8 Complaints against the Headteacher/Chair or Vice Chair of the Governing Board/Member of the Governing Board/Governing Board

Where the complaint is:

(i) against the Headteacher, it should be notified to the Chair of the Governing Board in the first instance and then to a Panel made up of impartial members of the Governing Board

(ii) against the Chair or Vice Chair of the Governing Board, it should be notified to the Clerk to the Governing Board, who must seek appropriate guidance from, for example, the Local Authority, the Governor Support Service, Diocese (for a faith school)

(iii) against a member of the Governing Board, it should be notified to the Clerk to the Governing Board. The Clerk should then arrange for the complaint to be investigated. This can be by a suitably skilled and impartial member of the Governing Board and then to a Panel made up of impartial members of the Governing Board

(iv) against the majority/entire Governing Board, it should be notified to the Clerk to the Governing Board, who should then determine the most appropriate course of action having taken advice as recommended in (ii) above. This will depend on the nature of the complaint and may involve sourcing an independent investigator to investigate and then for the complaint to be heard by a Panel made up of Governors from other schools.

Note: Any Governor conducting an investigation or serving as a member of an Review Panel

must have no conflict of interest or prior knowledge of the complaint and must confirm their independence to the clerk beforehand.

6. External Referral

If the complainant believes the school has not handled their complaint in accordance with statutory procedures or has acted unreasonably, they may refer the matter externally on completion of Stage 2.

The complaint should be referred to the School Complaints Unit (SCU) at the Department for Education [DfE]. The SCU will not re-investigate the substance of complaints or overturn any decisions made by the school. They will consider whether the school has adhered to education legislation, administrative principles and any statutory policies connected with the complaint.

Complaints about schools can be made to the DfE using this online form or calling 0370 000 2288.
For further information about making a complaint about a school please visit https://www.gov.uk/complain-about-school

7. Serial, Persistent, Unreasonable and Vexatious Complainants

There will be occasions when, despite all stages of the complaints procedure having been followed, the complainant remains dissatisfied. If a complainant tries to re-open the same issue, the school can inform them that the procedure has been completed and that the matter is now closed.

If the complainant contacts the school again on the same issue, the correspondence may then be viewed as 'serial' or 'unreasonable' or even 'vexatious' and the school may choose not to respond.

In these circumstances, the Guidance set out in **Appendix 1** should be followed.

5. Barring from the School Premises

Although fulfilling a public function, schools are private places. The public has no automatic right of entry. The school will therefore act to ensure that The King's School remains a safe place for pupils, staff and other members of the community.

If a parent's behaviour is a cause for concern, the school can ask him/her to leave the 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 the person the opportunity to formally express their views on the decision to bar in writing.

The decision to bar should then be reviewed, taking into account any representations made by the person, 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.

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

Appendix 1

Guidance on dealing with Serial, Persistent, Unreasonable and Vexatious Complainants

Serial or Persistent Complainants

Schools should not ordinarily refuse to accept further correspondence or complaints from an individual they have had repeat or excessive contact with. The application of a "serial or persistent" marking should be against the **subject or complaint** itself rather than the complainant so where a complainant contacts the school again on the same issue, that correspondence may be viewed as serial or persistent.

Unreasonable Complainants

The school defines unreasonable behaviour as that which hinders its consideration of the complaint because of the frequency or nature of the complainant's contact with the school, such as, if the complainant:

- 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
- 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 complaints procedure or with good practice
- introduces trivial or irrelevant information which the complainant expects to be taken into account and commented on
- 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 progresses
- 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 and complicated contact with staff regarding the complaint, whether in person, in writing, by email and by telephone while the complaint is being dealt with
- uses threats to intimidate
- uses abusive, offensive, or discriminatory language or violence
- knowingly provides falsified information
- publishes unacceptable information on social media or other public forums.

Frivolous or Vexatious Complaints

The school defines a "frivolous" or "vexatious" complaint as having the following characteristics:

- complaints which are obsessive, persistent, harassing, prolific, repetitious
- insistence upon pursuing unmeritorious complaints and/or unrealistic outcomes beyond all reason
- insistence upon pursuing meritorious complaints in an unreasonable manner
- complaints which are designed to cause disruption or annoyance
- demands for redress that lack any serious purpose or value.

Dealing with Serial, Persistent, Unreasonable, Frivolous and Vexatious Complaints

Where the school receives complaints considered to be serial, persistent, unreasonable, frivolous and/or vexatious it can make a decision to stop responding to the complainant. The decision to stop responding should never be taken lightly and the following considerations will apply:

- whether the school has taken every reasonable step to address the complainant's concerns
- whether the complainant has been given a clear statement of the school's position and their options
- whether the complainant contacts the school repeatedly, making substantially the same points each time.

Unreasonable behaviour includes: repeated groundless complaints, refusal to cooperate

The case to stop responding to the complainant is stronger where:

- the complainant's letters, emails, or telephone calls are often or always abusive or aggressive
- the complainant makes insulting personal comments about or threats towards staff
- the school has reason to believe that the complainant is contacting the school with the intention of causing disruption or inconvenience
- Repeated groundless complaints or excessive demands on school resources

Process

- The Headteacher or Chair of Governors will discuss concerns informally with the individual before applying 'unreasonable' marking.
- The school may establish a formal communication plan (e.g. setting the number of contacts per term, single person contact, or third party advocate such as Citizens Advice) subject to 6 month review.
- Even if communication on a closed matter has halted, any new, unrelated complaints raised by the individual will still be evaluated.

NB: The school should not stop responding just because the complainant is difficult to deal with or asks complex questions.

Appendix 2

Alternative Complaints Procedures

Exceptions	Who to contact?
• Admissions to schools • Statutory assessments of Special Educational Needs • School re-organisation proposals	Concerns about admissions, statutory assessments of Special Educational Needs, or school re-organisation proposals should be raised with richmond.admissions@achievingforchildren.org.uk
• Exclusion of children from school	**This complaints procedure will apply** to complaints about the application of the School Behaviour Policy. Further information about raising concerns in respect of exclusions can be found at: www.gov.uk/school-discipline-exclusions/exclusions
• National Curriculum – content	Please contact the Department for Education at: www.education.gov.uk/contactus
• Collective Worship	Complainants who are dissatisfied with the content of the daily act of Collective Worship should contact the Diocese: Southwark Diocesan Board of Education. 48, Union Street, LONDON. SE1 1TD
• Matters likely to require a Child Protection Investigation/Safeguarding	Complaints about child protection matters are handled under our child protection and safeguarding policies and in accordance with relevant statutory guidance. If you have serious concerns, you may wish to contact the local authority designated officer (LADO) lado@achievingforchildren.org.uk who has local responsibility for safeguarding [manages and oversees allegations against anyone working or volunteering with children] or the Single Point of Access (SPA) for Richmond https://www.richmond.gov.uk/single_point_of_access 020 8547 5008 Out of hours: 020 8770 5000
• Whistleblowing	Whistleblowing complaints are handled under our Whistleblowing Policy (Confidential Reporting) which applies to all our staff. If you are not a staff member and wish to raise or report a concern, **this complaints procedure will apply**. You may also be able to complain to the relevant local authority or the Department for Education depending on the substance of your complaint.

	www.education.gov.uk/contactus
• Staff grievances	Complaints from staff (including former staff) concerning the employment relationship will be dealt with under the school's internal grievance procedures. If staff members have children at the school where they are employed and wish to make a complaint in their capacity as a parent concerning their child, **this complaints procedure will apply.** Where this is the case, the complaint under this procedure cannot be used to cover staffing or employment relationship issues with the member of staff against whom a complaint is made. Here, the internal grievance procedures will continue to apply.
• 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.
• Data Protection	Complaints to be made direct to the School's Data Protection Officer or the ICO. https://ico.org.uk/global/contact-us/
• 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.

If other bodies are investigating aspects of the complaint, for example the police, local authority (LA) 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 The King's School in relation to their complaint, we will consider whether to suspend the complaints procedure in relation to their complaint until those legal proceedings have concluded.

Appendix 3

Summary of Section 29 of the Education Act 2002

Section 29 of the Education Act 2002 requires that:

(1) The governing body of a maintained school (including a maintained nursery school) shall –

(a) establish procedures for dealing with all complaints relating to the school or to the provision of facilities or services under section 27, other than complaints falling to be dealt with in accordance with any procedures required to be established in relation to the school by virtue of a statutory provision other than this section, and

(b) publicise the procedures so established.

(2) In establishing or publicising procedures under subsection (1), the governing body shall have regard to any guidance given from time to time (in relation to England) by the Secretary of State.

Section 39 (1) of the Education Act 2002 provides the following:

"maintained school" means a community, foundation or voluntary school, a community or foundation special school or a maintained nursery school;.."

"maintained nursery school" means a nursery school which is maintained by a local education authority and is not a special school;…"

Appendix 4

Summary of Part 7 of the Education (Independent School Standards) Regulations 2014

NOT APPLICABLE TO THE KING'S SCHOOL

Appendix 5

Complaint Form

Please complete and return to the Headteacher 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 complaint:

What action, if any, have you already taken to try and resolve your complaint (who did you speak to and what was the response)?

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 ONLY
Date acknowledgement sent:

By whom:

Complaint referred to:

Date:

Appendix 6 Flowchart to be added