

The Auriga Academy Trust

COMPLAINTS POLICY and PROCEDURE

Contents

1.	Aims	2
2.	Legislation and Guidance	2
3.	Definitions and Scope	2
4.	Roles and Responsibilities	3
5.	Principles for Investigation	4
6.	Stages of Complaint (excluding complaints against the Executive Headteacher or Governors)	5
7.	Complaints against the Headteacher or Governing Body	9
8.	Referring Complaints on Completion of the School's Procedure	9
9.	Persistent Complaints	10
10.	Record keeping	11
11.	Withdrawal of a Complaint	12
12.	Learning lessons	12
13.	Monitoring arrangements	12
14.	Links with other policies	12
	Appendix 1 - Complaint Form	13

1. Aims

The Auriga Academy Trust (the Trust) aims to meet its statutory obligations when responding to complaints from parents and carers of pupils at its constituent schools, and others.

When responding to complaints, the Trust aims to:

- Be impartial and non-adversarial.
- Facilitate a full and fair investigation by an independent person or panel, where necessary.
- Address all the points at issue and provide an effective and prompt response.
- Respect Complainants' desire for confidentiality.
- Treat Complainants 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 **.
- Keep Complainants informed of the progress of the complaints process.
- Consider how the complaint can feed into Trust and school improvement evaluation processes. The Trust will seek to learn from legitimate complaints and make improvements to the relevant processes and/or procedures.

**United Kingdom administrative law is part of UK constitutional law that is designed through judicial review to hold executive power and public bodies accountable under the law.

The Trust will try to resolve concerns or complaints by informal means wherever possible. Where this is not possible, formal procedures will be followed.

The Trust will aim to give the Complainant the opportunity to complete the complaints procedure in full. To support this, the Trust will ensure it publicises the existence of this trust wide policy and make it available on the Trust website and the website of each school within the Trust.

Throughout the process, the Trust will be sensitive to the needs of all parties involved and make any reasonable adjustments where necessary.

2. Legislation and Guidance

This document meets the requirements set out in part 7 of the schedule to [the Education \(Independent School Standards\) Regulations 2014](#) and section 35 of the schedule to [the Education \(Non-Maintained Special Schools\) \(England\) Regulations 2011](#), which states that the Trust must have and make available a written procedure to deal with complaints from parents / carers of pupils at the School.

It is also based on guidance published by the Education and Skills Funding Agency (ESFA) on [creating a complaints procedure that complies with the above regulations](#), and refers to [good practice guidance on setting up complaints procedures](#) from the Department for Education (DfE).

This policy complies with our funding agreement and articles of association.

It also refers to [good practice guidance on setting up complaints procedures](#) from the Department for Education (DfE).

In addition, it addresses duties set out in the [Early Years Foundation Stage statutory framework](#) with regards to dealing with complaints about schools' fulfilment of Early Years Foundation Stage requirements.

3. Definitions and Scope

This policy applies to all staff, trustees, governors and volunteers. This includes any other individual or company commissioned by the Trust / Schools to provide input to pupils. For example, Bikeability instructors and riders.

The DfE guidance explains the difference between a concern and a complaint:

- A **concern** is defined as "an expression of worry or doubt over an issue considered to be important for which reassurances are sought". The Trust, and each School within the Trust, will resolve concerns through day-to-day communication as far as possible.
- A **complaint** is defined as "an expression of dissatisfaction however made, about actions taken or a lack of action".

The Trust, and each School within the Trust, intends to resolve complaints informally where possible and at the earliest possible stage.

There may be occasions when Complainants would like to raise their concerns formally. This policy outlines the procedure relating to handling such complaints.

Arrangements for handling complaints from parents about a school's support of their child's SEN needs are within the scope of this policy. Such complaints however should first be made to the class teacher. Complainants will then be referred to this Trust wide Complaints Procedure. Each school's SEN Policy includes information about the rights of parents who believe that the school has discriminated against their child.

Complaints against a service the Trust / school provides fall within the scope of this policy. This includes but is not limited to: Therapy Outreach support, BespokeBeHeard bike maintenance, Bikeability training, Café Vanilla.

Complaints about services provided by other providers who use the school's premises or facilities should be directed to the provider concerned.

This policy does **not** cover complaints procedures relating to:

- Admissions
- Statutory assessments of Special Educational Needs (SEN)
- Safeguarding matters
- Exclusions
- Whistle-blowing
- Staff grievances
- Staff discipline
- Data Protection (AAT Data Protection Policy section A5.7 Feedback and Complaints)

Please see our separate policies for procedures relating to these types of complaint.

4. Roles and Responsibilities

The majority of complaints will be investigated at school level. In the event that this is not possible, for whatever circumstance, the complaint will be redirected to the Trust.

4.1 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.
- Not release details about the complaint in the public domain (e.g. the press or social media).

4.2 The Investigator

An individual will be appointed to investigate the complaint and establish the facts. This person will:

- Interview all relevant parties, keeping notes.

- Consider records and any written evidence and keep these securely.
- Prepare a comprehensive report to the Executive Headteacher or Review Panel which includes the facts and potential solutions.

4.3 The complaints co-ordinator

The complaints co-ordinator can be:

- The headteacher or CEO
- A designated complaints governor
- Any other staff member providing administrative support

The complaints co-ordinator will:

- Keep the complainant up to date at each stage in the procedure
- Make sure the process runs smoothly by liaising with staff members, the headteacher, chair of governors, clerk and CEO and chair of trustees
- Be aware of issues relating to:
 - Sharing third party information
 - Additional support needed by complainants, for example interpretation support or where the complainant is a child or young person
- Keep records

4.4 Governance Professional

The Governance Professional will:

- Be the point of contact for the Complainant during Stage 3 (see Section 7), including circulating the relevant papers and evidence before Review Panel meetings.
- Arrange the complaints hearing.
- Record and circulate the minutes and outcome of the hearing.

4.5 Panel Chair

The Panel Chair will:

- Chair the meeting, ensuring that everyone is treated with respect throughout.
- Make sure all parties see the relevant information, understand the purpose of the Panel, and can present their case.

4.6 Bikeability Responsibilities

It is the responsibilities of instructors to:

- record complaints made during or after the session either by a rider, parent or school
- report all complaints to BeSpokeBeHeard / Clarendon School

It is the responsibilities of BeSpokeBeHeard / Clarendon School to:

- make all staff and instructors aware of this policy and procedures by including it as part of their induction.
- monitor that this policy and procedures is used by staff and instructors by gathering feedback from riders and staff and following up on the issues raised.
- review this policy and procedures at least every year.
- record and investigate all complaints made
- meet with instructors if complaints are made against them and take disciplinary action where necessary
- implement any actions identified during the investigation of the complaint and feed them into BeSpokeBeHeard's Quality Assessment Plan
- assist the Bikeability Trust with any formal complaints that are made about BeSpokeBeHeard.

5. Principles for Investigation

When investigating a complaint, the Trust / School will try to clarify:

- What has happened.
- Who was involved.
- What the Complainant considers would put things right.

5.1 Time Scales

The Complainant must raise the complaint within 3 months of the incident. If the complaint is about a series of related incidents, they must raise the complaint within 3 months of the last incident.

The School / Trust will consider exceptions to this time frame in circumstances where there were valid reasons for not making a complaint at that time and the complaint can still be investigated in a fair manner for all involved.

When complaints are made out of term time, the School / Trust will consider them to have been received on the next school day. Where a complaint is received in the last week of any term, the school will acknowledge the complaint within 2 school days of receipt and following due consideration may choose to follow the following guidelines.

If at any point the school / Trust cannot meet the time scales we have set out in this policy, the school / Trust will:

- Set new time limits with the Complainant.
- Send the Complainant details of the new deadline and explain the delay.

5.2 Complaints About Fulfilment of Early Years Requirements

The School / Trust will investigate all written complaints relating to a school's fulfilment of the Early Years Foundation Stage requirements and notify the Complainant of the outcome within 28 days of receiving the complaint. The school will keep a record of the complaint (see section 10) and make this available to Ofsted on request.

Parents and carers can notify Ofsted if they believe that the school is not meeting Early Years Foundation Stage requirements, by calling 0300 123 4234 or 0300 123 4666, or by emailing enquiries@ofsted.gov.uk. An online contact form is also available at <https://www.gov.uk/government/organisations/ofsted#org-contacts>.

The Trust / School will notify parents and carers if it becomes aware that the school / Trust is to be inspected by Ofsted. The Trust / School will also supply a copy of the inspection report to parents and carers of children attending the setting on a regular basis.

6. Stages of Complaint (excluding complaints against the Executive Headteacher or Governors)

6.1 Stage 1: Informal Stage

The Trust, and the schools within the Trust, take informal concerns seriously and will make every effort to resolve the matter quickly. It may be the case that the provision or clarification of information will resolve the issue.

The Complainant should initially raise the complaint as soon as possible with their child's Class Teacher, either in person, letter, telephone or email.

Trust / School / Service	Website	Address	Email/Phone
Auriga Trust / Therapy Outreach	www.aurigaacademytrust.org.uk	Egerton Road Twickenham Middlesex TW2 7SL	info@aurigaacademytrust.org.uk 020 3146 1441

Capella House Primary:	www.capellahouse.org.uk Primary - Capella House School	60 Amyand Park Road Twickenham TW1 3HE	primary@capellahouse.org.uk 020 3146 9887
Capella House Secondary:	www.capellahouse.org.uk	Egerton Road Twickenham TW2 7SL	info@capellahouse.org.uk 020 3146 9887
Clarendon Primary Centre	www.clarendon.richmond.sch.uk Clarendon School - Primary Centre	Buckingham Road Hampton Middlesex TW12 3LT	info@clarendon.richmond.sch.uk 020 8941 2623
Clarendon Secondary Centre / BeSpkeBeHeard / Bikeability Training	www.clarendon.richmond.sch.uk Clarendon School - Secondary Centre	Egerton Road Twickenham Middlesex TW2 7SL	info@clarendon.richmond.sch.uk 020 3146 1441
Gateway Centre	Clarendon School - Gateway Centre	Percy Road Twickenham Middlesex TW2 6JW	gateway@twickenhamschool.org.uk 020 8894 4503
Strathmore St Richard Reynolds Campus	www.strathmore.richmond.sch.uk	Station Road, Twickenham TW1 4DQ	info@strathmore.org.uk 020 8948 0047 ext 101
Strathmore Russell Campus	www.strathmore.richmond.sch.uk	Petersham Road TW10 7AH	info@strathmore.org.uk 020 8948 0047 ext 201
Strathmore Grey Court Campus / Café Vanilla Strathmore Darell Campus	www.strathmore.richmond.sch.uk www.strathmore.richmond.sch.uk	Ham Street, Ham, Richmond TW10 7HN Niton Road Richmond Surrey TW9 4LH	info@strathmore.org.uk 020 8948 0047 ext 301 info@strathmore.org.uk 020 8948 0047 ext 301

Appendix 1 provides a Complaint Form which details all the necessary information required to advance the complaint. If the complaint is not about a pupil or the education at the school or the Complainant is unclear who to contact or how to contact them, they should contact the school office by phone or email the school directly.

The school will acknowledge informal complaints within 2 school days of receipt. An investigation will take place and the Complainant will be provided with a response within 5 school days of the acknowledgement being sent.

If the Class Teacher is unable to deal immediately with the matter, a clear note of the concerns will be made, including the Complainant's name, phone number and date, using the format detailed in **Appendix 1**. The Class Teacher will inform the Head of School at this stage.

The Class Teacher will ensure that the Complainant is clear about what action or monitoring of the situation has been agreed and keep a record of this in the relevant section in **Appendix 1**.

If the complaint is not resolved informally, the Complainant will be asked if they wish their concern to be considered further. If this is the case, the complaint is referred in writing to the Headteacher. If the Headteacher believes that it is not appropriate for the complaint to be dealt with by the school, the complaint will be referred to the CEO of the Trust, specifying the

reasons for the referral. In the event there is a conflict of interest, the matter will be referred to another Headteacher within the Trust and the Chair of the Trust will be notified.

6.2 Stage 2: Formal Stage

The Formal Stage involves the Complainant putting the complaint to the Headteacher:

- In a letter or email (complainants are recommended to complete **Appendix 1** of this policy as it captures all the necessary information).
- Over the phone.
- In person.
- Through a third party acting on their behalf.

The Headteacher will acknowledge the complaint in writing within 5 school days.

On receipt of a formal complaint the Headteacher may, if they think it may yet resolve the matter:

- refer the matter back to an appropriate member of staff for further consideration and to seek a resolution informally under Stage 1; or
- meet with the complainant themselves, to seek to resolve the matter informally under Stage 1.

Otherwise, the Headteacher will address the complaint as a formal complaint under stage 2.

The Complainant should provide details such as relevant dates, times and the names of witnesses of events, alongside copies of any relevant documents. The Complainant should also state what they consider would resolve the complaint.

If Complainants need assistance raising a formal complaint, they can contact the School Office (see contact list above).

A meeting will be arranged between the Complainant, Headteacher and Class Teacher, where applicable, to clarify and supplement any information given.

The Headteacher (or other person appointed by the Headteacher for this purpose) will conduct their own investigation interviewing witnesses as appropriate. If the complaint centres on a pupil, where appropriate, the pupil will be interviewed with a parent / guardian present or with a member of staff.

The Headteacher will keep written records of meetings, telephone conversations and other documentation used or gathered during the investigation.

A written conclusion of this investigation will be sent to the Complainant within 15 school days of the Headteacher receiving the formal complaint. A copy of this report will also be sent to the Trust CEO.

If the Complainant is not satisfied with the response and wishes to proceed to the next stage of this procedure, they should inform the Trust in writing by emailing info@aurigaacademytrust.org.com within 5 school days upon receipt of the conclusion from the Headteacher.

6.3 Stage 3: Review Panel

Convening the panel

Complaints will be escalated to the Review Panel hearing stage if the Complainant is not satisfied with the response to the complaint at the second, Formal Stage.

Having reviewed the complaint, the Chair of the Panel may instigate an informal resolution meeting with the Complainant to gain a better understand of the issue and seek resolution.

The Panel will be appointed by or on behalf of School / Trust and must consist of at least 3 people who were not directly involved in the matters detailed in the complaint. At least 1

Panel member must be independent of the management and running of the school. The Panel cannot be made up solely of Governing Body or Trust members, as they are not independent of the management and running of the school. The independent panel member(s) may be sourced from other schools and/or the local authority.

The Panel will have access to the existing record of the complaint's progress (see section 10).

The complainant must have reasonable notice of the date of the review panel. The Governance Professional will aim to find a date within 10 school days of the request, where possible. If the complainant rejects the offer of 3 proposed dates without good reason, the clerk will set a date. The hearing will go ahead using written submissions from both parties.

Any written material will be circulated to all parties at least 3 school days before the date of the meeting.

At the meeting

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 will be sought before meetings or conversations take place. Consent will be recorded in any minutes taken.

At the review panel meeting, the complainant and representatives from the school / Trust, as appropriate, will be present. Each will have an opportunity to set out written or oral submissions prior to the meeting.

The complainant must be allowed to attend the panel hearing and be accompanied if they wish. Neither party is encouraged to bring legal representation, but it will be considered on a 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.

Representatives from the media are not permitted to attend.

At the meeting, each individual will have the opportunity to give statements and present their evidence, and witnesses will be called, as appropriate, to present their evidence.

The panel, the complainant and the school / Trust representative(s) will be given the chance to ask and reply to questions. Once the complainant and school / Trust representative(s) have presented their cases, they will be asked to leave and evidence will then be considered.

The panel will then put together its findings and recommendations from the case. The panel will also provide copies of the minutes of the hearing and the findings and recommendations to the complainant and, where relevant, the individual who is the subject of the complaint, and make a copy available for inspection by the CEO of the Trust and Headteacher.

The outcome

The committee can:

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

If the complaint is upheld, the committee 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

The Trust / school will inform those involved of the decision in writing within 5 school days.

7. Complaints against the Headteacher or Governing Body

For the purposes of this policy 'Governing Body' refers to the Trust Board and Trustees, and Local Governing Body and Governors.

7.1 Stage 1: Informal Stage

Complaints made against the Headteacher or any member of the Governing Body should be directed to the Governance Professional in the first instance.

If the complaint is about the Headteacher or one member of the Local Governing Body (including the Chair or Vice-Chair), a suitably skilled and impartial Governor or Trustee will carry out the steps at stage 1 (set out in **Section 6** above).

If the complaint is against the Trust, the Trust will approach the local authority and/or the ESFA for support in identifying an independent investigator and the policy will be followed accordingly.

7.2 Stage 2: Formal Stage

If the complaint is jointly about the Chair, Vice-Chair, the entire Local Governing Body or the majority of a Local Governing Body, an independent Investigator will carry out the steps in Stage 2 (set out in **Section 6** above). They will be appointed by the Trust Board and will write a formal response at the end of their investigation.

If the complaint is against the Trust, the Trust will approach the local authority and/or the ESFA for support in identifying an independent investigator and the policy will be followed accordingly.

7.3 Stage 3: Review Panel

If the complaint is jointly about the Chair, Vice-Chair, the entire Local Governing Body or the majority of the Local Governing Body, a committee of independent governors / trustees will hear the complaint. They will be sourced from local schools and/or the local authority and will carry out the steps at stage 3 (set out in **Section 6** above).

If the complaint is against the Trust, the Trust will approach the local authority and/or the ESFA for support in identifying an independent review panel and the policy will be followed accordingly.

8. Referring Complaints on Completion of the School's Procedure - General

8.1 General

If the Complainant is unsatisfied with the outcome of the Trust / school's Complaints Procedure, they can refer their complaint to the ESFA. The ESFA will check whether the complaint has been dealt with properly by the Trust and the school. The ESFA will not overturn a school's decision about a complaint. However, it will intervene if a school or trust has:

- Breached a clause in its funding agreement
- Failed to act in line with its duties under education law
- Acted (or is proposing to act) unreasonably when exercising its functions

If the Trust's Complaints Procedure is found to not meet regulations, the Trust will be asked to correct its procedure accordingly.

For more information or to refer a complaint, see the following webpage:
<https://www.gov.uk/complain-about-school>

The school / Trust will include this information in the outcome letter to Complainants.

8.2 Bikeability

If the Complainant is not satisfied with outcome of the school's Complaints Procedure, and the response provided by either BeSpokeBeHeard or Clarendon School, the complaint should be referred to the Bikeability Trust <https://www.bikeability.org.uk>.

Where the training is provided for Bikeability grant recipients. BeSpokeBeHeard / Clarendon School will

- report all formal complaints to the Grant recipient.
- report annually all formal stage 1-3 complaints by number to the Bikeability Trust.
- report all complaints received as part of the annual renewal process.

9. Persistent Complaints

9.1 Unreasonably Persistent Complaints

Most complaints raised will be valid, and therefore will be treated seriously. However, a complaint may become unreasonable if the person:

- Has made the same complaint before, and it's already been resolved by following the Trust's Complaints Procedure.
- Makes a complaint that is obsessive, persistent, harassing, prolific, defamatory or repetitive.
- Knowingly provides false information.
- Insists on pursuing a complaint that is unfounded, or out of scope of the Complaints Procedure.
- Pursues a valid complaint, but in an unreasonable manner e.g. refuses to articulate the complaint, refused to co-operate with this Complaints Procedure, or insists that the complaint is dealt with in ways that are incompatible with this Procedure and the time frames it sets out.
- Changes the basis of the complaint as the investigation goes on.
- Makes a complaint designed to cause disruption, annoyance or excessive demands on School time.
- Seeks unrealistic outcomes, or a solution that lacks any serious purpose or value.

Steps the school / Trust will take

The School / Trust will take every reasonable step to address the Complainant's concerns and give them a clear statement of the school's , and where applicable, the Trust's position and their options. The school / Trust will maintain the role as an objective arbiter throughout the process, including when meeting with individuals. The school / Trust will follow this Complaints Procedure as normal (as outlined above) wherever possible.

If the Complainant continues to contact the school / Trust in a disruptive way, the school / Trust may put communications strategies in place. The school / Trust may:

- Give the Complainant a single point of contact via an email address.
- Limit the number of times the Complainant can make contact, such as a fixed number per term.
- Ask the Complainant to engage a third party to act on their behalf, such as [Citizens Advice](#).
- Put any other strategy in place as necessary.

Stopping responding

The school / Trust may stop responding to the Complainant when all these factors are met:

- The school / Trust believes that all reasonable steps have been taken to help address their concerns.

- The school / Trust has provided a clear statement of the school / Trust's position and their options.
- The Complainant contacts the school / Trust repeatedly, and the Trust believes their intention is to cause disruption or inconvenience.

Where the school / Trust stops responding, the individual will be informed that the school / Trust intends to do so. The school / Trust will also explain that the school / Trust will still consider any new complaints they make.

In response to any serious incident of aggression or violence, the school / Trust will immediately inform the police and communicate these actions in writing. This may include barring an individual from any school site.

9.2 Duplicate complaints

If the school / Trust has resolved a complaint under this Procedure and receives a duplicate complaint on the same subject from a partner, family member or other individual, the school / Trust will assess whether there are aspects that hadn't previously been considered, or any new information that needs to be taken into account.

If the school / Trust is satisfied that there are no new aspects, the school / Trust will:

- Tell the new Complainant that the School / Trust has already investigated and responded to this issue, and the local process is complete.
- Direct them to **Section 8** of this procedure if they are dissatisfied with the original handling of the complaint.

If there are new aspects, the school / Trust will follow this procedure again.

9.3 Complaint Campaigns

Where the School receives a large volume of complaints about the same topic or subject, especially if these come from Complainants unconnected with the school, the school may respond to these complaints by:

- Publishing a single response on the school / Trust website.
- Sending a template response to all Complainants.

If Complainants are not satisfied with the school's / Trust response, or wish to pursue the complaint further, the normal procedures will apply.

10. Record keeping

The School and / or Trust will record the progress of all complaints, including information about actions taken at all stages, the stage at which the complaint was resolved, and the final outcome. The records will also include copies of letters and emails, and notes relating to meetings and phone calls.

This material will be treated as confidential and held centrally and will be viewed only by those involved in investigating the complaint or on the Review Panel.

This is except where the Secretary of State (or someone acting on their behalf) or the Complainant requests access to records of a complaint through a Freedom of Information (FOI) request or through a Subject Access Request (SAR) under the terms of the Data Protection Act, or where the material must be made available during a school inspection.

Records of complaints will be kept securely, only for as long as necessary and in line with data protection law. Please refer to the Trust Privacy Notices, Data Protection Policy and Record Retention Schedule, which can be found on the Trust website.

The details of the complaint, including the names of individuals involved, will not be shared with the whole Governing Body in case a Review Panel needs to be organised at a later point.

Where the Governing Body is aware of the substance of the complaint before the Review Panel stage, the school will (where reasonably practicable) arrange for an independent panel to hear the complaint.

Complainants also have the right to request an independent panel if they believe there is likely to be bias in the proceedings. The decision to approve this request is made by the Trust Board, who will not unreasonably withhold consent.

11. Withdrawal of a Complaint

If a complainant wishes to withdraw their complaint, they will be asked to confirm this in writing and the withdrawal will be acknowledged by the School / Trust where applicable.

12. Learning lessons

The Governing Body will review any underlying issues raised by complaints with the Headteacher / CEO where appropriate, and respecting confidentiality, to determine whether there are any improvements that the school / Trust can make to its procedures or practice to help prevent similar events in the future. All outcomes will be reported to the CEO of the Trust and the Trust Board.

13. Monitoring arrangements

The Trust Audit & Risk Committee will monitor the effectiveness of the complaints procedure in ensuring that complaints are handled properly. The Trust Audit & Risk Committee will track the number and nature of complaints, and review underlying issues as stated in **Section 12**.

The complaints records are logged and managed by the Governance Professional.

This policy will be reviewed by the Trust Audit & Risk Committee every 2 years.

At each review, the policy will be approved by the full Trust Board on behalf of the Trust and all schools within the Trust.

14. Links with other policies

Policies dealing with other forms of complaints include:

- Child protection and safeguarding policy and procedures
- Admissions policy
- Exclusions policy
- Staff grievance procedures
- Staff disciplinary procedures
- SEN policy
- Data Protection Policy
- Privacy Notices

Appendix 1 - Complaint Form

Please complete and return to the Class Teacher or 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: Email address: 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: