



**FULFEN**  
Primary School

Leading the way  
to a brighter future

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# Complaints Policy

**Last Updated:**

**July 2025**

**Review Date:**

**July 2026**



## 1. Definitions and aims

### 1.1 Definitions

The DfE defines:

A **concern** as “an expression of worry or doubt over an issue considered to be important for which reassurances are sought.”

A **complaint** as “an expression or statement of dissatisfaction however made, about actions taken or a lack of action.”

### 1.2 Aims

Fulfen Primary School aims to:

Handle complaints impartially and respectfully

Conduct thorough investigations

Resolve issues promptly and effectively

Respect confidentiality and ensure a lawful, fair process

Communicate clearly and supportively with all parties

Feed findings back into school improvement where relevant

We promote a caring, transparent environment and believe our complaints process upholds our core values of *respect, responsibility and resilience*.

## 2. Legislation and guidance

This policy meets the requirements of Section 29 of the Education Act 2002 and reflects guidance from the Department for Education (DfE), including the model complaints procedures. It also aligns with the Early Years Foundation Stage (EYFS) statutory framework for complaints relating to EYFS provision.

## 3. Scope

This policy does **not** apply to:

Admissions

Special educational needs assessments

Safeguarding issues

Suspensions and exclusions

Whistle-blowing

Staff grievances or discipline

Curriculum or collective worship

School reorganisation proposals

For these issues, please refer to the relevant school or local authority policy.

## 4. Roles and responsibilities

### 4.1 The complainant

Complainants should:



## Complaints Policy

Follow this policy  
Cooperate respectfully with school staff  
Avoid contacting governors directly or sharing complaints on social media

### 4.2 The investigator

Responsible for:  
Gathering evidence and statements  
Writing a comprehensive report for the headteacher or complaints committee

### 4.3 The complaints co-ordinator

Usually, the headteacher or a designated member of staff. They:  
Keep all parties informed  
Liaise with involved individuals  
Arrange reasonable adjustments  
Maintain records

### 4.4 Clerk to the governing board

The clerk will:  
Arrange and document hearings  
Circulate materials  
Communicate outcomes

### 4.5 Committee chair

The chair:  
Leads the panel hearing  
Ensures fairness and respectful conduct  
Summarises findings

## 5. Principles for investigation

We aim to:  
Clarify the issue  
Identify all parties and actions involved  
Determine what resolution is sought

### 5.1 Timescales

Complaints should be raised within **3 months** of the incident. Delays beyond this may not be considered unless exceptional circumstances apply.

### 5.2 EYFS Complaints

Written EYFS complaints will be resolved within **28 days**. Parents can also contact Ofsted:  
Call: 0300 123 4666  
Email: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)  
Online: [Ofsted contact form](#)




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## 6. Informal concerns

Concerns should be raised as early as possible to the relevant staff member or the headteacher.

### Contact details:

 01543 226070

 office@fulfen.staffs.sch.uk

We will acknowledge informal concerns within **3 school days**, and aim to resolve them within **10 school days**. If unresolved, the matter will proceed to the formal stage.

## 7. Stages of complaint (not against headteacher or governors)

### 7.1 Stage 1 – Formal Investigation

Complaints may be submitted in writing, verbally, or by a third party. Include:  
Relevant dates and details

Desired outcomes

The headteacher will acknowledge the complaint within **5 school days** and investigate. A written response will be sent within **15 school days**.

**Escalation:** If unsatisfied, write to the **clerk to the governors** within **10 school days** of the decision.

### 7.2 Stage 2 – Review Panel

The panel will include **3 impartial governors**. A meeting will be arranged within **20 school days** of the request.

All written material will be shared at least **5 school days** before the hearing.

The decision will be communicated in writing within **5 school days** after the meeting.

## 8. Complaints against the headteacher or governors

### 8.1 Stage 1 – Formal

Complaints about the headteacher: Write to **Chair of Governors** (via school office).

Complaints about the Chair or a governor: Write to the **Clerk to the Governors**.


The complaint will be investigated by a suitably impartial governor or an external investigator if needed.

### 8.2 Stage 2 – Review Panel

The panel will include either impartial governors or external members, depending on who is the subject of the complaint. The process follows section 7.2.

## 9. Referring complaints externally

If unsatisfied, complainants may refer the matter to the **Department for Education** via:

 [www.gov.uk/complain-about-school](http://www.gov.uk/complain-about-school)

The DfE will assess whether procedures were followed but will not re-investigate the issue.



## 10. Unreasonable and persistent complaints

We define a complaint as unreasonable if it is:

Excessive, repetitive or abusive

Aimed at disruption

Based on previously addressed issues

We may:

Limit contact

Assign a single point of contact

Decline to respond to repeated identical complaints

Refer serious incidents to the police

## 11. Record keeping and confidentiality

All complaints are securely logged and retained in line with data protection law. Records will be kept confidential except where disclosure is legally required.

## 12. Learning lessons

The **governing board** and **senior leadership team** will use complaint outcomes to identify and implement improvements to school practice, as appropriate.

## 13. Monitoring arrangements

This policy is reviewed every **2 years** by the headteacher and approved by the **Governing Board**. Complaints data is reviewed by the **Chair of Governors** and headteacher to monitor patterns and effectiveness.

## 14. Links with other policies

This policy links to:

Safeguarding and child protection policy

Admissions policy

Exclusion policy

SEND policy

Staff grievance and discipline procedures

Whistle-blowing policy

Data protection policy

