



Complaints Policy September 2026

Approved by: Governing Board

Review Cycle: Every 3 Years

Next Review: July 2029

1. Introduction

Hale CE Primary School values positive relationships with parents and carers. Our Christian vision, 'Be the Light', underpins this policy. We encourage concerns to be raised early and resolved informally wherever possible.

2. Guiding Principles

- Resolve concerns early.
- Treat everyone with dignity and respect.
- Investigate fairly and impartially.
- Maintain confidentiality.
- Meet published timescales wherever possible.
- Learn from complaints.
- Make reasonable adjustments where required.

3. Concerns and Complaints

A concern can usually be resolved informally. A complaint is an expression of dissatisfaction requiring formal investigation.

Time Limits

Complaints should normally be raised within THREE MONTHS of the incident or, where there has been a series of related incidents, within three months of the last incident. Complaints outside this period will not normally be investigated unless the Headteacher or Chair of Governors considers there are exceptional circumstances.

4. Complaints Procedure

Stage 1 – Informal Resolution

Raise the concern with the class teacher or appropriate member of staff. Aim: resolve within 10 school days.

Stage 2 – Formal Complaint

Submit by email, post or by hand. Acknowledged within 5 school days. Written response normally within 10 school days.

Stage 3 – Review by the Governing Board Complaints Panel

Request within 10 school days. The panel will normally consist of three governors with no prior involvement in the complaint. The panel will normally meet within 20 school days and issue its decision within 5 school days. The panel reviews whether the complaint has been handled fairly, whether the published procedure has been followed correctly and whether the conclusions reached were reasonable in light of the evidence available. It will not normally reinvestigate the complaint.

The Governing Boards Complaints Panel's decision will be final and marks the conclusion of the school's internal complaints procedure

5. Special Types of Complaint

Complaints about the Headteacher

Complaints about the Headteacher should be addressed directly to the Chair of the Governing Board and not to the Headteacher.

- Email the Chair of Governors via the Clerk to Governors.
- Send by post marked 'Private and Confidential – Chair of Governors'.
- Deliver by hand in a sealed envelope marked 'Private and Confidential – Chair of Governors'.

The Chair will normally acknowledge the complaint within 5 school days and provide a written response within 10 school days. If dissatisfied, the complainant may request a Governor Complaints Panel.

Complaints about the Chair of Governors

Complaints about the Chair should be submitted directly to the Clerk to Governors by email, post or by hand in a sealed envelope. The Clerk will arrange for the complaint to be considered by the Vice-Chair or another governor with no previous involvement.

Complaints about Individual Governors

Complaints about an individual governor should be submitted to the Chair of Governors.

Complaints about the Governing Board

Complaints about the Governing Board as a whole should be submitted to the Clerk to Governors.

Safeguarding or Allegations Against Staff

These will be managed under the school's Safeguarding & Child Protection Policy and Keeping Children Safe in Education rather than this complaints procedure.

6. Roles and Responsibilities

- Parents should provide clear information and communicate respectfully.
- Staff should seek early resolution.
- The Headteacher oversees investigations.

- The Governing Board monitors the policy.
- The Clerk administers Governor Complaints Panels.

7. Persistent or Unreasonable Complaints

The Headteacher or Governing Board may implement proportionate measures to manage unreasonable behaviour in line with the Parent Code of Conduct.

8. Confidentiality

Complaint records will be stored securely in accordance with UK GDPR.

9. Equality and Accessibility

The school will make reasonable adjustments where necessary to ensure that disabled complainants or those requiring additional support are able to access the complaints procedure.

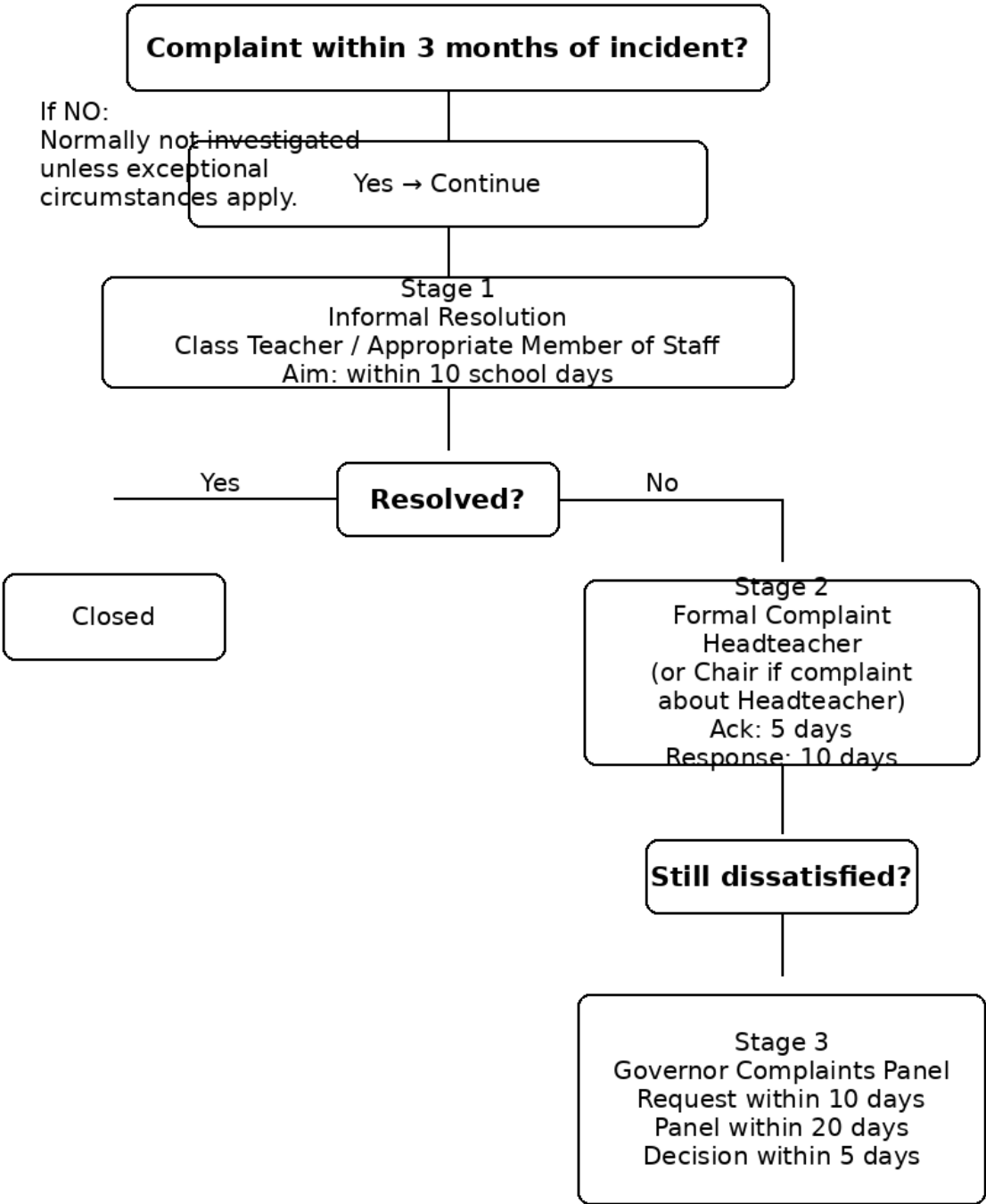
10. After Completion of the Complaints Procedure

Following completion of the school's complaints procedure, complainants may contact the Department for Education if they believe the school has not followed its published complaints procedure or has acted unlawfully or unreasonably. The Department for Education does not normally investigate the substance of individual complaints or overturn decisions made by schools.

Related Policies

- Parent Code of Conduct
- Parent WhatsApp Groups Guidance
- Safeguarding & Child Protection Policy
- Online Safety Policy
- Data Protection Policy
- Equality Policy

Appendix A – Complaints Flowchart



Appendix B – Complaint Form

Please complete this form if you wish to make a formal complaint.

Name: _____

Address: _____

Telephone: _____

Email: _____

Child's Name (if applicable): _____ Class: _____

Date of Incident: _____

Date Complaint Submitted: _____

Is this complaint being made within THREE MONTHS of the incident?

☐ Yes ☐ No

If no, please explain why:

Please describe your complaint:

Steps already taken to resolve the concern:

Outcome sought:

Supporting documents attached:

Declaration:

I confirm that the information provided is accurate to the best of my knowledge.

Signature: _____ Date: _____

For School Use Only

Date Received: _____ Complaint Stage: Stage 2 / Stage 3

Reference Number: _____ Acknowledgement Sent: _____ Outcome Sent: _____