



# Essendon C of E (VC) Primary School

*Encouraging everyone's light to shine (Matthew 5:16)*

## Complaints Procedure

Policy number: PE03

Frequency of Review: 3 years

Date of Ratification: November 2023

Ratified by: Personnel Committee

Date of Next Review: November 2026

To be read and reviewed in conjunction with:

Whistleblowing policy (PE13)

Grievance procedure (PE12)

*This document has been adapted from the Herts for Learning model procedure.*

## **We care about what you think**

Each day, the staff of Essendon school make many decisions in trying to do the very best for all our children. Your comments - either positive or negative - are helpful in letting us know what we are doing well and where we could improve.

To this end, we collect annual surveys of the views of families, pupils, governors and staff.

Nevertheless, there may be times when you want to talk to us about a particular aspect of the school, and we welcome open and honest dialogue with our stakeholders at all times.

If you are dissatisfied about the way your child is being treated, or any actions or lack of action by us, we invite you to contact us at your earliest convenience.

## **Our aims**

- Your complaint will be dealt with honestly, politely and in confidence.
- Your complaint will be looked into thoroughly and fairly.
- If your complaint is urgent we will deal with it more quickly.
- We will keep you up to date with progress at each stage.
- If upheld, you will receive an apology and be informed as to what we are going to do as a result of your complaint.
- You will get a full and clear written reply to a formal complaint within **28 school days (5½ weeks)**.

## **What to do if you are unhappy with any aspect of the school's performance**

### **In the first instance – informal stage**

If you have a concern about anything we do, or if you wish to make a complaint, you can do this by telephone, in person or in writing (by letter or email). We hope that most complaints can be settled quickly and informally, either by putting matters right or by giving you an explanation. If there is something you are not happy about, or you don't understand why we are doing something in a particular way, please come in and discuss it with the class teacher or another appropriate member of staff, such as the Special Educational Needs Co-ordinator (SENCo) if it is about Special Needs.

We know that it can feel uncomfortable to question or challenge something, but if you don't tell us what is worrying you we cannot explain what we are doing or try to put it right. If the member of staff you speak to in the first instance is unable to resolve the matter, you should make an appointment with the Headteacher. You should be able to sort out your worries but sometimes this is not possible. In this case there is a next step.

### **First formal stage**

Request a meeting with the Headteacher who will investigate your complaint and aim to inform you of the outcome **within 10 school days (2 weeks)**.

If your first contact is with individual Governors, they will advise you to take up your concerns with the appropriate member of staff or Headteacher. A Governor should not be made aware of a potential complaint as they may be required to sit on a Panel in the event of a formal hearing (Stage Two) and should be impartial.

If your complaint is about the Headteacher, you should **write to the Chair of Governors**. If your child has a Statement of Special Educational Needs (SEN) or an Education, Health and Care Plan (EHCP) you might find it helpful to talk to our Special Educational Needs Co-ordinator (SENCo) or your child's named Special Needs Officer at the Local Authority. The SEND Information Advice and Support Service (SENDIASS – formerly Parent Partnership) may also be able to help you.

## **Second formal stage**

If you remain dissatisfied following Stage 1 and wish to take your complaint further, you will be asked to complete a form or write a letter addressed to the Chair of Governors. In the letter you should:

- Make it clear why you are complaining.
- Say who you have spoken to already.
- Explain what you want to happen as a result of your complaint.

The Chair of Governors will arrange for your complaint to be considered and investigated under the arrangements approved by the Governing Body. This is likely to involve a Panel of Governors. If the Chair of Governors or another Governor has been involved in discussions to help settle the disagreement at Stage 1, s/he should arrange for another Governor to take charge of the investigation. The Governor in charge of investigating the complaint may ask to meet you to discuss your concerns.

You should make sure that the Governors' Complaint Panel is provided with any written information or evidence you intend to use in a formal hearing. You may bring a friend, representative or interpreter to any meeting if you wish. The Chair of the Panel may invite any person who may help establish the facts of the complaint. The Chair should tell you who this person is before the meeting. If any member of staff is required by the Governing Body to attend a meeting they will have the opportunity to be accompanied or represented as they wish. A member of staff named in a complaint may also choose to attend a meeting, even if not required to do so by the Governors. They may be represented. If this happens, we will inform you in advance.

When the Panel has fully investigated your complaint, the Chair of the Panel or the Governor in charge of the investigation will write to you to tell you the findings. These findings will be reported to the Governing Body. The Chair of Governors will then write to you confirming the outcome of your complaint and any agreed actions to be taken. Our Governing Body will aim to deal with your complaint **within 28 school days (5½ weeks) of the date of the initial complaint**.

## **Further recourse**

Most complaints are resolved by this process. Should your complaint not be resolved, your further options are as follows:

- You may complain to the Diocese

The Diocesan Director of Education  
Diocesan Office  
Holywell Lodge  
41 Holywell Hill  
St Albans  
AL1 1HE.

Email: [schools@stalbans.anglican.org](mailto:schools@stalbans.anglican.org), Website: [www.stalbans.anglican.org](http://www.stalbans.anglican.org). Telephone: 01727 818170.

- You can complain to the Secretary of State at the Department for Education:

The Secretary of State  
 Department for Education  
 Sanctuary Buildings  
 Great Smith Street  
 London  
 SW1P 3BT  
 Website: [www.education.gov.uk](http://www.education.gov.uk)  
 Telephone: 0370 000 2288

In the case of complaints about **Special Educational Needs provision**, you may complain further to the Local Authority. This should be done by writing to the Children’s Services Complaints Manager.

It should be noted however that if you wish to pursue this route, you must do so within **20 working days (4 weeks)** of receiving the written outcome of the hearing into your complaint. After **20 working days (4 weeks)**, neither the school nor the Local Authority is under any obligation to investigate or progress your complaint any further.

### Useful contacts

#### Advisory Centre for Education

Education Advice & Training  
 72 Durnsford Road  
 London  
 N11 2EJ  
 Web: [www.ace-ed.org.uk](http://www.ace-ed.org.uk)  
 Phone: **0300 0115 142**

#### POhWER

Hertlands House  
 Primett Road  
 Stevenage  
 SG1 3EE  
 Web: [www.pohwer.net](http://www.pohwer.net)  
 Phone: **0300 456 2370**

#### Children’s Legal Centre

Riverside Office Centre  
 Century House North  
 North Station Road  
 Colchester  
 Essex  
 CO1 1RE  
 Web: [www.childrenslegalcentre.com](http://www.childrenslegalcentre.com)  
 Phone: **0345 345 4345**

#### National Youth Advocacy Service

(NYAS)  
 Egerton House  
 Tower Road  
 Birkenhead  
 Wirral  
 CH41 1FN  
 Web: [www.nyas.net](http://www.nyas.net)  
 Phone: **0345 345 4345**

#### **SENDIASS** (Special Educational Needs & Disability Information Advice Support Service – formerly Parent Partnership)

Registry Office Block  
 CHR102  
 County Hall  
 Hertford  
 SG13 8DF  
 Web: [www.hertsdirect.org/parentpartnership](http://www.hertsdirect.org/parentpartnership)  
 Email: [parent.partnership@hertfordshire.gov.uk](mailto:parent.partnership@hertfordshire.gov.uk)  
 Phone: **01992 555847**

**Family Lives**  
**(Formerly Parentline Plus)**

15-17 The Broadway

Hatfield

Hertfordshire

AL9 5HZ

Web: [www.familylives.org.uk](http://www.familylives.org.uk)

Phone: **0808 800 2222**

## Essendon C of E Primary School - Complaint Form

Please complete and return to the Headteacher who will acknowledge receipt and explain what action will be taken.

Name:

Pupil's Name (if relevant)

Your relationship to the pupil (if relevant)

Address:

Postcode:

Email:

Mobile Number:

Please give details of your complaint, including whether you have spoken to anybody at school about it.

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**

**Date acknowledgement sent:**

**By whom:**

**Complaint referred to:**

**Date:**