

Stanborough Primary School

Complaints Procedure Policy



Approved by:

Date:

Last reviewed on:

January 2026

Next review due by:

January 2028

Complaints Procedures

We welcome suggestions for improving our work in school. Parents/carers are assured that no matter what issues are raised, our support and respect for your child will not be affected in any way. Please tell us of your concern as soon as possible as it is difficult for us to investigate an incident or problem if it took place some time previously. We do appreciate the assistance we receive from parents in addressing any problems that arise.

Whilst we receive few complaints, problems sometimes arise from misunderstandings which are easily addressed. Most concerns and complaints can be sorted out quickly by speaking with your child's class teacher. All individuals within the school community, including staff and children, will maintain an attitude of respect when communicating together to resolve issues. Everyone is expected to adhere to this important school value.

If, having spoken to the class teacher, you still have concerns, you should speak to the head teacher. She will investigate the problem and discuss her findings with you so that we can find a way forward together which serves the interest of both your child and the school. In the unlikely event that the problem remains unresolved, you can put your complaint in writing to the Chair of Governors:

Pastor Eglan Brooks, Stanborough Park, Watford, Herts, WD25 9JZ (Tel: 01923- 672251)

The procedure to be followed in the event of a complaint being made is outlined in the following stages:

Stage 1: Concerns Raised with Class Teacher

- Parents/carers discuss concerns with the class teacher.
- The teacher makes a note of the concern on the parent meeting form.
- The teacher addresses the concern within five working days.
- The teacher investigates the matter, keeping notes with the concern form.
- The teacher feeds back to the parents/carers making sure that the parent/carer is clear what action or monitoring situation had been agreed.
- When complete, the teacher logs on the paperwork that the matter has been satisfactorily resolved.
- The head teacher is informed of the outcome, by the class teacher.
- If a satisfactory solution is not found, parents may refer their concern to the head teacher (Stage 2).

Stage 2: Complaint to the Head Teacher

- The headteacher acknowledges the complaint, orally or in writing, within five working days.
- A meeting is arranged with the complainant to clarify any supplementary information given. This normally will have within 7 working days of the complaint being received.
- The complaint is recorded on the complaints form.
- The headteacher investigates, interviewing the relevant individuals.
- The headteacher keeps written records of the meetings, telephone conversations and other documentation.
- Once the relevant facts have been gathered and a way forward established, the headteacher responds to the complainant. If the complaint was in writing, a written response will be sent.
- If deemed necessary, the headteacher will call a meeting to share the outcomes and resolve the matter.
- If the complaint is against the headteacher, or if the matter has not been satisfactorily resolved at Stage 2, the matter can be taken up with the Chair of Governors (Stage 3).

Stage 3: Complaint to the Governing Body

- When contacted by a complainant, the Chair of Governors will outline the procedures to be followed according to policy.
- The Chair of Governors acknowledges receipt of the written complaint, informing the complainant that the complaint will be referred to the Complaints Panel.

- The complaint is logged by the Chair of Governors.
- The individual whom the complaint is about, is at the same time contacted by the Chair of Governors and informed of the complaint and the procedure that will follow.
- The individual whom the complaint is about, is given an initial opportunity to respond/clarify, which may resolve the matter.
- Alternately, the Chair of Governors arranges to convene a complaints panel. The Panel will consist of three people not directly involved in the matters detailed in the complaint, one of whom will be independent of the management and running of the school. All relevant documentation regarding the complaint will be given to the members of the committee as soon as possible.
- The Chair of the Committee will write and inform all concerned, of the time and place of the meeting, at least five working days in advance. The notice to the complainant and the individual whom the complaint is about, will also inform him/her of the right to be accompanied to the meeting by a friend and the right to submit further written evidence.
- It is the responsibility of the Chair of the Committee to ensure that there are accurate minutes of the meeting.
- A record is kept of all complaints, and whether they were resolved at the preliminary stage or whether they proceeded to a panel hearing.
- After the meeting, the committee will consider the evidence and a written response with the findings and recommendations will be sent to the complainant and the person whom the complaint is about, within 15 working days.
- All correspondence, statements, and records are filed in the 'complaints file' and are kept strictly confidential.
- For further information about raising a complaint to Ofsted about the school can be found by clicking on the link below:

<https://www.gov.uk/government/organisations/ofsted/about/complaints-procedure>