



**Christ Church CE (c) Primary School**  
**COMPLAINTS POLICY**

This policy should be used in conjunction with the DfE Guidance (School Complaints Procedure – 22 May 2003)

**Introduction:**

The majority of issues raised by parents, the community or pupils, are concerns rather than complaints. Christ Church CE (c) Primary School is committed to taking concerns seriously, at the earliest stage, in the hope of keeping the number of formal complaints to a minimum and without needing formal procedures.

However, depending on the nature of the complaint, you may wish or be asked to follow the school's formal complaints procedure. For the school to be able to investigate a complaint, it needs to be made within 3 months of the incident occurring. If a complaint is older than 3 months, it will not be investigated.

The prime aim of Christ Church CE (c) Primary School policy is to resolve the complaints fairly and speedily as possible. Formal complaints will be dealt with in a sensitive, impartial and confidential manner. Malicious complaints may incur appropriate action by the school.

The following details outline the stages that can be used to resolve complaints.

**The Christ Church CE (c) Primary School Complaints Policy has four main stages.**

In summary they are as follows:

- Stage 1 – A concern is raised informally with a staff member.
- Stage 2 – Formal complaint heard by the most appropriate member of staff
- Stage 3 – Complaint is heard by head teacher.
- Stage 4 – Complaint is heard by Governing Body's Complaints Panel.

**(Please note, complaints that are over 3 months old will not be heard by the Governing body's complaints panel)**

**Stage 1 – Raising a concern**

Concerns can be raised with the school at any time and will often generate an immediate response, which will resolve the concern.

**The school requests that parents make their first contact the class teacher, year group leader or a member of the Senior Leadership Team**



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On some occasions the concern raised may require investigation, or discussion with others, in which case you will receive an informal but informed response within 2 school working days of receiving it. The majority of concerns will be satisfactorily dealt with in this way. However, if you are not satisfied with the result at stage 1, please write to or call the school within 10 school working days of the date of the response and state why. The school will then escalate your complaint to stage 2.

**Stage 2 – Complaint heard by the most appropriate member of staff**

Formal complaints shall be put in writing and addressed to the Head Teacher, who will refer this to a member of the Senior Leadership Team or Assistant Head Teacher/Deputy Head Teacher. The complaint will be logged, including the date it was received. The school will acknowledge receipt of the complaint within 2 school working days of receiving it. In many cases this response will also contain the action the school has taken to resolve the issue or what next investigative steps are being taken. Alternatively, a meeting may need to take place with the complainant to discuss the matter further. This meeting will take place within 10 school working days. The aim will be to resolve the matter as speedily as possible. However, if you are not satisfied with the result at stage 2 please write to or call the school within 10 school working days of the date of the response and state why. The school will then escalate your complaint to stage 3.

**Stage 3 – Complaint heard by head teacher**

If the matter has not been resolved at Stage 2, the head teacher will arrange further investigation. Following the investigation, the head teacher will give a written response within 10 school working days. If you are dissatisfied with the result at stage 3, you should write to the school within 10 school working days of the date of the response and state why. The school will then escalate your complaint to stage 4.

**Stage 4 – Complaint heard by the Governing Body's Complaints Panel**

If the matter has still not been resolved at Stage 3, then you should write to the Chair of Governors explaining why the response at stage 3 is not satisfactory. The Chair or a nominated Governor will convene a complaints panel. The hearing will take place within 10 school working days of the receipt of the written request for Stage 4 investigation.

The aim of the panel hearing is to impartially resolve the complaint and to achieve reconciliation between the school and the complainant. The complainant will be notified of the Panel's decision in writing within three school working days of the hearing. The school's decision at this stage is final.

**Complaints about the Head Teacher or a member of the Governing Body**



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**COMPLAINTS POLICY**

In cases where the matter concerns the conduct of the Head Teacher or a member of the Governing Body, the complaint immediately escalates to stage 4.

**Exceptions to the process**

If at anytime it is considered that there is a conflict at any stage within the complaints process, the Head Teacher has the right to escalate to the next stage of the process.