



IDE HILL CHURCH OF ENGLAND PRIMARY SCHOOL

COMPLAINTS POLICY

REVIEWED: November 2019
REVIEW DATE: November 2022

Signed by Headteacher, Mrs Louisa Hillman	Date 14/11/19
Signed by Chair of Governors, Mrs Sally Houston	Date 14/11/19

This policy is subject to review and evaluation by the Headteacher and Governing Body.

"Do Everything in Love" 1 Corinthians 16:14

Introduction

At Ide Hill School we undertake to provide a friendly and safe environment in which pupils will be helped to achieve their potential, both academically and socially. We recognise, however, that sometimes things can go wrong and that a concern or a complaint may be raised with the School. This policy tells you what to do if this happens.

The difference between a concern and a complaint

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

A complaint may be defined as *'an expression of dissatisfaction however made, about actions taken or a lack of action'*.

If you have difficulty discussing a concern with a particular member of staff, we will respect your views. In these cases, the Headteacher will refer you to another staff member. Similarly, if the member of staff directly involved feels unable to deal with a concern, the Headteacher will refer you to another staff member.

We are 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 your concern, 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 three months of the incident or, where a series of associated incidents have occurred, within three months of the last of these incidents. We will consider complaints made outside of this time frame if exceptional circumstances apply.

The prime aim of Ide Hill School's policy is to resolve the complaint as 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. Any complaints concerning the conduct of School staff will be handled in accordance with the School's internal disciplinary procedures such as an investigation will remain confidential.

Who can make a complaint?

This complaints policy and procedure is not limited to parents or carers of children that are registered at the school. Any person, including members of the public, may make a complaint to Ide Hill about any provision of facilities or services that we provide.

Anonymous complaints

We will not normally investigate anonymous complaints. However, the Headteacher or Chair of Governors, if appropriate, will determine whether the complaint warrants an investigation.

Duplicate complaints

After closing a complaint at the end of the complaints procedure, if the school receives a duplicate complaint from:

- a spouse
- a partner
- a grandparent
- a child

The school will inform the new complainant that the school has already considered that complaint and the local process is complete. The school should advise the new complainant to contact the Department for Education should they be dissatisfied with the school's handling of the original complaint.

Any new aspects to the original complaint will be investigated and dealt with to the full extent of the complaints procedure.

Resolving complaints

At each stage of the procedure, it is our aim to resolve the complaint. If appropriate, we will acknowledge that the complaint is upheld in whole or in part. In addition, we may offer one or more of the following:

- an explanation
- an admission that the situation could have been handled differently or better
- an assurance that we will try to ensure the event complained of will not recur
- an explanation of the steps that have been or will be taken to help ensure that it will not happen again and an indication of the timescales within which any changes will be made
- an undertaking to review school policies in light of the complaint
- an apology.

Withdrawal of a Complaint

If a complainant wants to withdraw their complaint, we will ask them to confirm this in writing.

How to raise a concern or make a complaint

A concern or complaint can be made in person by parents, carers (including parents or carers of children no longer at the school) and members of the public, in writing or by telephone. They may also be made by a third party acting on behalf of a complainant, as long as they have appropriate consent to do so.

The diagram on page 3 outlines the stages that can be used to resolve a concern or a complaint. Please use this to ensure that your concern or complaint is raised with the appropriate staff member.

Complaints that involve or are about the headteacher should be addressed to Mrs Sally Houston, Chair of Governors, via the school office. Please mark them as Private and Confidential.

Complaints about the Chair of Governors, any individual governor or the whole governing body should be addressed to the "Clerk to the Governing Body" via the school office. Please mark them as "Private and Confidential".

For ease of use, a template complaint form is included at the end of this policy. If you require help in completing the form, please contact the school office. You can also ask third party organisations like the Citizens Advice to help you.

In accordance with equality law, we will consider making reasonable adjustments if required, to enable complainants to access and complete this complaints procedure. For instance, providing information in alternative formats, assisting complainants in raising a formal complaint or holding meetings in accessible locations.

Scope of this Complaints Procedure

Note: Complaints about staff conduct will not generally be handled under this complaints procedure. Complainants will be advised that any staff conduct complaints will be considered under staff disciplinary procedures, if appropriate, but outcomes will not be shared with them.

This procedure covers all complaints about any provision of community facilities or services by Ide Hill School, other than complaints that are dealt with under other statutory procedures, including those listed below.

Exceptions	Who to contact
<ul style="list-style-type: none"> Admissions to schools Statutory assessments of Special Educational Needs School re-organisation proposals 	<p>For concerns about admissions please see the School's Admissions Policy or contact Kent County Council Admissions team</p> <p>Special Educational Needs: The Complainant can use this policy to complain unless the Complainant's child has an Education Health and Care Plan and the Complainant wishes to appeal against a decision that the Local Authority has taken. If this is the case, the Complainant needs to contact the Local Authority</p> <p>School re-organisation proposals should be raised with the KCC Contact Centre 01622 671411</p>
<ul style="list-style-type: none"> Matters likely to require a Child Protection Investigation 	<p>Complaints about child protection matters are handled under our child protection and safeguarding policy and in accordance with relevant statutory guidance.</p>
<ul style="list-style-type: none"> Freedom of Information 	<p>Subject Access Requests and Freedom of Information Requests: please see the School's Data Protection and Freedom of Information Policies</p>
<ul style="list-style-type: none"> Exclusion of children from school* 	<p>Further information about raising concerns about exclusion can be found at: www.gov.uk/school-discipline-exclusions/exclusions.</p> <p>*complaints about the application of the behaviour policy can be made through the school's complaints procedure. <link to school behaviour policy>.</p>
<ul style="list-style-type: none"> Whistleblowing 	<p>We have an internal whistleblowing procedure for all our employees, including temporary staff and contractors.</p> <p>The Secretary of State for Education is the prescribed person for matters relating to education for whistleblowers in education who do not want to raise matters direct with their employer.</p> <p>Volunteer staff who has concerns about our school should complain through the school's complaints procedure. You may also be able to complain direct to the LA or the Department for Education (see link above), depending on the substance of your complaint.</p> <p>Anonymous complaints: Please refer to the School's Whistleblowing Policy</p>
<ul style="list-style-type: none"> Staff grievances 	<p>Staff grievance, capability or disciplinary; these are covered by separate School Policies and Procedures</p>
<ul style="list-style-type: none"> Staff conduct 	<p>Complaints about staff will be dealt with under the school's internal disciplinary procedures, if appropriate.</p>

	Complainants will not be informed of any disciplinary action taken against a staff member as a result of a complaint. However, the complainant will be notified that the matter is being addressed.
<ul style="list-style-type: none"> Complaints about services provided by other providers who may use school premises or facilities 	Providers should have their own complaints procedure to deal with complaints about service. Please contact them direct.
<ul style="list-style-type: none"> National Curriculum - content 	Please contact the Department for Education at: www.education.gov.uk/contactus

If other bodies are investigating aspects of the complaint, for example the police, local authority (LA) safeguarding teams or Tribunals, this may impact on our ability to adhere to the timescales within this procedure or result in the procedure being suspended until those public bodies have completed their investigations.

If a complainant commences legal action against Ide Hill School in relation to their complaint, we will suspend the complaints procedure in relation to their complaint until those legal proceedings have concluded.

If a complainant contacts Ide Hill School again in relation to their complaint, the correspondence may then be viewed as 'serial' or 'persistent' and Ide Hill School will not respond but will continue to complete the initial complaints procedure in full.

Procedure For Raising a Concern or a Complaint

CONCERN	<p><u>Raising a concern informally with the class teacher</u></p> <p>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 with the pupil's class teacher. It is important for parents /carers to recognise that the school is a busy organisation and that whilst we will do our best, it may not be possible to offer an appointment immediately.</p> <p>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 a school day or two. The vast majority of concerns will be satisfactorily dealt with in this way. However, if you are not satisfied with the result, please write to or call the school within ten school days and state that you would like to escalate this by arranging a meeting with the Key Stage Leader.</p>
CONCERN	<p><u>Raising a concern formally with the Key Stage Leader</u></p> <p>On some occasions a concern may not be resolved satisfactorily without wider consultation. In these instances it is helpful for a more senior member of staff to be present at a meeting between parents and school. At this stage informal mediation may be offered as a means of resolving your concern.</p> <p>On some occasions the concern raised may require further investigation, or discussion with others, in which case you will receive an informal but informed response within a school day or two. The vast majority of concerns will be satisfactorily dealt with in this way. However, if you are not satisfied with the result, please write to or call the school within ten school days and state that you would like to make a formal complaint to the Headteacher.</p>
<p>Stage 1: COMPLAINT</p>	<p><u>Complaint considered by Headteacher.</u></p> <p>Formal complaints should be put in writing and addressed to the Headteacher. You may request a complaints form for this purpose Please mark the letter as "Private and Confidential".The complaint will be logged, including the date it was received. The school will aim to acknowledge receipt of the complaint within five school days of receiving it.</p> <p>The Headteacher will investigate the complaint and will seek to resolve the matter as quickly as possible. During the investigation process, the Headteacher will contact and interview those involved in the matter, keeping records in relation to their investigation. At the conclusion of their investigation, the Headteacher will provide a formal written response within twenty school days of the date of receipt of the complaint. If the Headteacher is unable to meet this deadline, they will provide the complainant with an update and revised response date.</p> <p>The response will detail any actions taken to investigate the complaint and will provide an explanation of the decision made and the reason(s) for it. Where appropriate, it will include details of actions the school will take to resolve the complaint</p> <p>The Headteacher will advise the complainant of how to escalate their complaint should they remain dissatisfied with the outcome.</p> <p>If the complaint is about the Headteacher or a member of the governing body (including the Chair or Vice-Chair), a suitably skilled governor will be appointed to complete all actions, as described at this stage. Complaints about the Headteacher or member of the governing body must be made to the "Clerk of the Full Governing Body" via the school office and marked as "Private and Confidential."</p> <p>If the complaint is jointly about the Chair and Vice Chair/ the entire governing body or the majority of the governing body the complaint may be considered by a suitably</p>

	<p>skilled and impartial member of the Governing Body. If there are no suitably skilled and impartial members it could be considered by an independent investigator appointed by the clerk on behalf of the governing body. Depending on the nature of the complaint, support may be sought from the Diocese to provide an impartial investigator. At the conclusion of their investigation, the chosen investigating body will provide a formal written response to the complainant and governing body.</p>
<p>Stage 2: COMPLAINT</p>	<p><u>Complaint considered by the Governors</u></p> <p>If the complainant is dissatisfied with the outcome at Stage 1 and wishes to take the matter further, they can escalate the complaint to Stage 2 – a meeting with members of the governing body's complaints committee, which will be formed of the first three, impartial, governors available. <u>This is the final stage of the complaints procedure.</u></p> <p>A request to escalate to Stage 2 must be made to the Clerk via the school office, within five school days of receipt of the Stage 1 response. The Clerk will record the date the complaint is received and acknowledge receipt of the complaint in writing within five school days. Requests received outside of this time frame will only be considered if exceptional circumstances apply.</p> <p>The Clerk will write to the complainant to inform them of the date of the meeting. They will aim to convene a meeting within twenty school days of receipt of the Stage 2 request. If this is not possible, the Clerk will provide an anticipated date and keep the complainant informed. If the complainant rejects the offer of three proposed dates, without good reason, the Clerk will decide when to hold the meeting. It will then proceed in the complainant's absence on the basis of written submissions from both parties.</p> <p>The complaints committee will consist of at least three governors with no prior involvement or knowledge of the complaint. Prior to the meeting, they will decide amongst themselves who will act as the Chair of the Complaints Committee. If there are fewer than three governors available, the Clerk will source any additional, independent governors through another local maintained school, local governing board members or governors and trustees from within academies or multi-academy trusts, or associate member of another governing body. Alternatively, an entirely independent committee may be convened to hear the complaint at Stage 2.</p> <p>Complainants can request an independent complaints committee if they believe there is likely to be bias in the proceedings. Complainants should provide the Clerk with evidence of bias in support of their request. The Governing Body will err on the side of caution if the appearance of bias may be sufficient to taint any decision reached.</p> <p>If the committee is convening following rejection of three proposed dates without good reason the complaint will proceed on the basis of written submissions from both parties but in making their decision they will be sensitive to the complainant's needs.</p> <p>When the complainant attends the meeting, they may bring someone along to provide support. This can be a relative or friend. The Department for Education recommend that neither the complainant nor the school bring legal representation. These committees are not a form of legal proceedings. The aim of the governors committee should be reconciliation and/ or to put right things that may have gone wrong</p> <p>The Department for Education recognises there may be occasions when legal representation is appropriate for instance, if a school employee is called as a witness in a complaint meeting, they may wish to be supported by union and/or legal representation. Representatives from the media are not permitted to attend.</p>

At least **ten** school days before the meeting, the Clerk will:

- confirm and notify the complainant of the date, time and venue of the meeting, ensuring that, if the complainant is invited, the dates are convenient to all parties and that the venue and proceedings are accessible
- request copies of any further written material to be submitted to the committee at least **seven** school days before the meeting.

Any written material will be circulated to all parties at least **five** school days before the date of the meeting. The committee will not normally accept, as evidence, recordings of conversations that were obtained covertly and without the informed consent of all parties being recorded. The committee will also not review any new complaints at this stage or consider evidence unrelated to the initial complaint to be included. New complaints must be dealt with from Stage 1 of the procedure.

The meeting will be held in private. Electronic recordings of meetings or conversations are not normally permitted unless a complainant's own disability or special needs require it. Prior knowledge and consent of all parties attending must be sought before meetings or conversations take place. Consent will be recorded in any minutes taken.

The committee will consider the complaint and all the evidence presented. The committee can:

- uphold the complaint in whole or in part
- dismiss the complaint in whole or in part.

If the complaint is upheld in whole or in part, the committee will:

- decide on the appropriate action to be taken to resolve the complaint
- where appropriate, **recommend** changes to the school's systems or procedures to prevent similar issues in the future.

The Chair of the Committee will provide the complainant and the school with a full explanation of their decision and the reason(s) for it, in writing, within **fifteen** school days. The letter to the complainant will include details of how to contact the Department for Education if they are dissatisfied with the way their complaint has been handled by the school along with copies of the minutes.

If the complaint is jointly about the Chair and Vice Chair/ the entire governing body or the majority of the governing body, Stage 2 will be heard by a committee of independent governors convened by the clerk from either impartial members of the governing body or from another local maintained school, an associate member of another governing body or from an entirely independent committee. The committee will consider the complaint and all the evidence presented. The committee can:

- uphold the complaint in whole or in part
- dismiss the complaint in whole or in part.

If the complaint is upheld in whole or in part, the committee will:

- decide on the appropriate action to be taken to resolve the complaint
- where appropriate, **recommend** changes to systems or procedures to prevent similar issues in the future.

The Chair of the Committee will provide the complainant and the school with a full explanation of their decision and the reason(s) for it, in writing, within fifteen school days. The letter to the complainant will include details of how to contact the Department for Education if they are dissatisfied with the way their complaint has been handled by the school along with copies of the minutes.

Complaint campaigns

Occasionally, the focus of a campaign may lead to the school receiving large volumes of complaints:

- all based on the same subject
- from complainants unconnected with the school

Following an internal investigation into the subject matter by the Senior Leadership Team the school will respond either by:

- sending a template response to all complainants or
- publishing a single response on the school's website

If complainants in this case remain dissatisfied they may refer to the "Next Steps" section.

Next Steps

If the complainant believes the school did not handle their complaint in accordance with the published complaints procedure or they acted unlawfully or unreasonably in the exercise of their duties under education law, they can contact the Department for Education after they have completed Stage 2.

The Department for Education will not normally reinvestigate the substance of complaints or overturn any decisions made by Ide Hill School. They will consider whether Ide Hill School has adhered to education legislation and any statutory policies connected with the complaint.

The complainant can refer their complaint to the Department for Education online at: www.education.gov.uk/contactus, by telephone on: 0370 000 2288 or by writing to:

Department for Education
Piccadilly Gate
Store Street
Manchester
M1 2WD.

Policy for managing serial and unreasonable complaints

Ide Hill CE School is committed to dealing with all complaints fairly and impartially, and to providing a high quality service to those who complain. Anyone has the right to raise a new complaint at any time. We will not normally limit the contact complainants have with the school. However, we do not expect our staff to tolerate unacceptable behaviour and will take action to protect staff from that behaviour, including that which is abusive, offensive or threatening. Ide Hill Church Of England Primary School expects anyone who wishes to raise a concern or a complaint, to treat members of staff and governors with respect, and to follow the school's complaints procedure.

The school defines unreasonable complaints as *'those who, because of the frequency or nature of their contact with the school, hinder our consideration of their or other people's complaints'*.

Examples: A complaint may be regarded as unreasonable when the person making the complaint:

- refuses to articulate their complaint or specify the grounds of a complaint or the outcomes sought by raising the complaint, despite offers of assistance;
- refuses to co-operate with the complaints investigation process while still wishing their complaint to be resolved;
- refuses to accept that certain issues are not within the scope of a complaints procedure;
- insists on the complaint being dealt with in ways which are incompatible with the adopted complaints procedure or with good practice;
- introduces trivial or irrelevant information which the complainant expects to be taken into account and commented on, or raises large numbers of detailed but unimportant questions, and insists they are fully answered, often immediately and to their own timescales;
- makes unjustified complaints about staff who are trying to deal with the issues, and seeks to have them replaced;
- changes the basis of the complaint as the investigation proceeds;
- repeatedly makes the same complaint (despite previous investigations or responses concluding that the complaint is groundless or has been addressed);
- refuses to accept the findings of the investigation into that complaint where the school's complaint procedure has been fully and properly implemented and completed including referral to the Department for Education;
- seeks an unrealistic outcome;
- Makes excessive demands on school time by frequent, lengthy, complicated and stressful contact with staff regarding the complaint in person, in writing, by email and by telephone while the complaint is being dealt with.

A complaint may also be considered unreasonable if the person making the complaint does so either face-to-face, by telephone or in writing or electronically:-

- maliciously; aggressively;
- using threats, intimidation or violence;
- using abusive, offensive or discriminatory language;
- knowing it to be false; using falsified information;
- Publishing unacceptable information in a variety of media such as in social media websites and newspapers.

Complainants should limit the numbers of communications with a school while a complaint is being progressed. It is not helpful if repeated correspondence is sent (either by letter, phone, email or text) as it could delay the outcome being reached.

Whenever possible, the Headteacher or Chair of Governors will discuss any concerns with the complainant informally before applying an 'unreasonable' marking including suggesting that the complainant asks a third party to act on their behalf such as the local Citizen's Advice.

If the behaviour continues, the Headteacher will write to the complainant explaining that their behaviour is unreasonable and asking them to change it. For complainants who excessively contact the school causing a significant level of disruption, we may specify methods of communication (such as restrict the complaint to a single point of contact via an email address) and limit the number of contacts in a communication plan. This will usually be reviewed after 6 months.

In response to any serious incident of harassment, aggression or violence, the concerns and actions taken will be put in writing immediately (including the decision to stop responding) and the police informed. This may include barring an individual from school premises.

Barring from the School Premises

Although fulfilling a public function, schools are private places. The public has no automatic right of entry. Schools will therefore act to ensure they remain a safe place for pupils, staff and other members of their community.

If an individual's behaviour is a cause for concern, a school can ask him/her to leave school premises. In serious cases, the Headteacher or the local authority can notify them in writing that their implied licence to be on school premises has been temporarily revoked subject to any representations that the person may wish to make. Schools should always give that person the opportunity to formally express their views on the decision to bar in writing. Anyone wishing to complain about being barred can do so, by letter or email, to the Chair of Governors. The decision to bar should then be reviewed, taking into account any representations and either confirmed or lifted. If the decision is confirmed the person should be notified in writing, explaining how long the bar will be in place and when the decision will be reviewed, usually after 6 months.

Complaints about barring cannot be escalated to the Department for Education. Once the school's own complaints procedure has been completed, the only remaining avenue of appeal is through the Courts; independent legal advice must therefore be sought.

Roles and Responsibilities

Complainant	<p>The complainant will receive a more effective response to the complaint if they:</p> <ul style="list-style-type: none"> • explain the complaint in full as early as possible • co-operate with the school in seeking a solution to the complaint • respond promptly to requests for information or meetings or in agreeing the details of the complaint • ask for assistance as needed • treat all those involved in the complaint with respect • refrain from publicising the details of their complaint on social media and respect confidentiality.
Investigator	<p>The investigator's role is to establish the facts relevant to the complaint by:</p> <ul style="list-style-type: none"> • providing a comprehensive, open, transparent and fair consideration of the complaint through: <ul style="list-style-type: none"> ○ sensitive and thorough interviewing of the complainant to establish what has happened and who has been involved ○ interviewing staff and children/young people and other people relevant to the complaint ○ consideration of records and other relevant information ○ analysing information ○ liaising with the complainant and the complaints co-ordinator as appropriate to clarify what the complainant feels would put things right. <p>The investigator should:</p> <ul style="list-style-type: none"> • conduct interviews with an open mind and be prepared to persist in the questioning • keep notes of interviews or arrange for an independent note taker to record minutes of the meeting • ensure that any papers produced during the investigation are kept securely pending any appeal • be mindful of the timescales to respond • prepare a comprehensive report for the headteacher or complaints committee that sets out the facts, identifies solutions and recommends courses of action to resolve problems. <p>The headteacher or complaints committee will then determine whether to uphold or dismiss the complaint and communicate that decision to the complainant, providing the appropriate escalation details.</p>
Clerk to the Governing Body	<p>The Clerk is the contact point for the complainant and the committee and should:</p> <ul style="list-style-type: none"> • ensure that all people involved in the complaint procedure are aware of their legal rights and duties, including any under legislation relating to school complaints, education law, the Equality Act 2010, the Freedom of Information Act 2000, the Data Protection Act (DPA) 2018 and the General Data Protection Regulations (GDPR) • set the date, time and venue of the meeting, ensuring that the dates are convenient to all parties (if they are invited to attend) and that the venue and proceedings are accessible • collate any written material relevant to the complaint (for example; stage 1 paperwork, school and complainant submissions) and send it to the parties in advance of the meeting within an agreed timescale • record the proceedings • circulate the minutes of the meeting • notify all parties of the committee's decision.

Committee Chair	<p>The committee's chair, who is nominated in advance of the complaint meeting, should ensure that:</p> <ul style="list-style-type: none"> • both parties are asked (via the Clerk) to provide any additional information relating to the complaint by a specified date in advance of the meeting • the meeting is conducted in an informal manner, is not adversarial, and that, if all parties are invited to attend, everyone is treated with respect and courtesy • complainants who may not be used to speaking at such a meeting are put at ease. This is particularly important if the complainant is a child/young person • the remit of the committee is explained to the complainant • written material is seen by everyone in attendance, provided it does not breach confidentiality or any individual's rights to privacy under the DPA 2018 or GDPR. If a new issue arises it would be useful to give everyone the opportunity to consider and comment upon it; this may require a short adjournment of the meeting • both the complainant and the school are given the opportunity to make their case and seek clarity, either through written submissions ahead of the meeting or verbally in the meeting itself • the issues are addressed • key findings of fact are made • the committee is open-minded and acts independently • no member of the committee has an external interest in the outcome of the proceedings or any involvement in an earlier stage of the procedure • the meeting is minuted • they liaise with the Clerk (and complaints co-ordinator, if the school has one).
Committee Member	<p>Committee members should be aware that:</p> <ul style="list-style-type: none"> • the meeting must be independent and impartial, and should be seen to be so No governor may sit on the committee if they have had a prior involvement in the complaint or in the circumstances surrounding it. • the aim of the meeting should be to resolve the complaint and achieve reconciliation between the school and the complainant We recognise that the complainant might not be satisfied with the outcome if the meeting does not find in their favour. It may only be possible to establish the facts and make recommendations. • many complainants will feel nervous and inhibited in a formal setting Parents/carers often feel emotional when discussing an issue that affects their child. • extra care needs to be taken when the complainant is a child/young person and present during all or part of the meeting Careful consideration of the atmosphere and proceedings should ensure that the child/young person does not feel intimidated. The committee should respect the views of the child/young person and give them equal consideration to those of adults. If the child/young person is the complainant, the committee should ask in advance if any support is needed to help them present their complaint. Where the child/young person's parent is the complainant, the committee should give the parent the opportunity to say which parts of the meeting, if any, the child/young person needs to attend. However, the parent should be advised that agreement might not always be possible if the parent wishes the child/young person to attend a part of the meeting that the committee considers is not in the child/young person's best interests. • the welfare of the child/young person is paramount.



Ide Hill School Concern Form

Please complete and return to the Class Teacher / Key Stage Leader, who will acknowledge receipt and explain what action will be taken.

Your name:		
Pupil's name:		
Your relationship to the pupil:		
Address:	Postcode:	Day time telephone number:
Please give details of your complaint.		
What actions do you feel might resolve the problem at this stage?		
Signature:		
Date:		

Official use	
Date acknowledgement sent:	
By who:	
Complaint referred to:	
Date:	



Ide Hill School Complaint Form

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

Your name:		
Pupil's name:		
Your relationship to the pupil:		
Address:		
	Postcode:	Day time telephone number:
Please give details of your complaint including whether you have spoken to anybody at the 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 who:
Complaint referred to:	
Date:	