



# Complaints Policy

**Reviewed: Spring 2025**

## **Policy Statement: how we deal with complaints by or on behalf of parents and others**

*Note: This policy statement relates to complaints other than those about the curriculum or religious worship for which a separate procedure has been established by the Local Authority and approved by the Secretary of State. Details of this separate special procedure are available from the school office should anyone wish to make a complaint about curriculum or religious worship matters*

### **1. What is a Complaint?**

The school considers a complaint principally to be an expression of grievance or dissatisfaction received from or on behalf of a parent or member of the public regarding:

- action taken by or on behalf of the school.
- failure by the school or its staff or contractors to respond to a reported problem.
- the standard of service(s) provided or discrimination in their delivery.
- the policies of the school.

### **2. How To Make a Complaint**

A parent or member of the public can make their complaint in the first instance either verbally or in writing to the Head Teacher.

The school, if asked, will help anyone who would like assistance to set out their complaint including access to translation services (at the school's expense), where necessary.

### **3. How Are Complaints Dealt With?**

It is hoped that the majority of complaints can be resolved informally either by raising them verbally in person or on the telephone, or by putting them in writing, given or sent to the school, when they can be discussed there and then or at a mutually agreed time.

An explanation will then be given and efforts to arrive at a speedy resolution will be made.

Complaints that cannot be resolved informally will be dealt with in accordance with the following principles:

- a written acknowledgement (or final response where possible) will be sent to the complainant within five working days (i.e. school term days).
- the complainant will be told the name and telephone number of the person dealing with the complaint.
- a full written response will be sent within twenty working days (i.e. school term days) or if a complete answer still cannot be given the complainant will be told what is being done to investigate the complaint and how long this will take.
- the complainant will be told if their complaint has to be dealt with under a special procedure.

### **4. Where To Go If Not Satisfied with The Outcome**

- a) Complainants not satisfied with the outcome of their complaint dealt with by the Head Teacher should write to the Chair of Governors who will arrange for the complaint to be investigated by

the governing body's complaints committee. Even at this stage there is provision within the policy for the complaint to be resolved informally, and the Chair may choose to try to do so in the first instance before formal referral to the complaints committee itself.

Contact can be made as below:

The Chair of Governors

c/o Dothill Primary School, Severn Drive, Wellington, Telford, TF1 3JB

- b) Thereafter, complainants still not satisfied with the outcome and who want to take the matter further, beyond the school, can write to either the Local Authority (LA):  
The Corporate Director, Children and Young People, Telford & Wrekin Council, Darby House, Telford, TF3 4JA  
**or**  
The Secretary of State, Department for Education, Sanctuary Buildings, Great Smith Street, Westminster, London, SW1P 3BT
- c) However, the LA's policy is that unless allegations relate to very serious incidents of staff conduct, child protection issues or potential criminal activity, it is not prepared to be involved in looking into complaints about matters in schools raised by parents and other complainants until after the school's own complaints procedures have been fully exhausted and concerns still remain at that time. The LA consider it important that schools have every opportunity to resolve complaints about matters in school at local level in the first instance. The LA also consider that the majority of issues raised can only be effectively resolved at local level where, in most cases the power(s) to take appropriate action is vested in the school rather than the LA.

## **5. What To Do If the Complaint Is About The Head Teacher?**

\*Complaints about the Head Teacher that the complainant cannot or does not wish to raise directly with the Head Teacher should in the first instance be sent to the chair of governors who will arrange for the matter to be dealt with as set out in 4(a) above.

## **6. Monitoring Of Complaints**

An anonymous analysis of all formal complaints will be reported to the governing body regularly so that any necessary changes in the school's policies, practices or procedures can be considered and implemented. The school believe that it is imperative that any lessons to be learned from the handling of complaints are effectively taken on board.

## Appendix

### Procedures for Complaints

In school, we hold copies of documents made available under the Education (School Curriculum and Related Information) Regulations 1989 and Procedures for Complaints about Curriculum and Religious Worship. If you wish to see any of these documents, please contact the Head Teacher.

For all other complaints or concerns, parents/carers are encouraged to raise them initially with the Head Teacher who will be able to discuss them either there and then or at a mutually agreed time. Should it not be possible to resolve any complaint or concern satisfactorily in this way, the complaint should be put in writing and sent or given to the Head Teacher. If you would like assistance in setting out your complaint, the school will, if asked, help you to do this, facilitating access to translation services where necessary.

The school then promises to deal with your complaint as follows:

- formally acknowledge it within five working days
- tell you the name and telephone number of the person looking into your complaint
- respond to it within twenty school-working days or if it is not possible to give you a complete answer, tell you what is being done to investigate and how long it is expected to take
- tell you if it must be dealt with under a special procedure

If you are not satisfied with the outcome of your complaint, you can write to the Chair of Governors, c/o Dothill Primary School, who will arrange for the complaints committee to consider what you have to say. Should you still not be satisfied and want to take the matter further, you will be told who else you can write to at that stage.

A full statement of the School's Complaints Procedure can be obtained from the school office.