



# Fingringhoe

Church of England (VA) Primary School

*'Be strong and courageous. Do not be afraid; do not be discouraged, for the Lord your God will be with you wherever you go.'* ~Joshua 1:9

## Complaints Policy

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## **Statement of intent**

Fingringhoe CofE (VA) Primary School is committed to managing concerns and complaints in a fair, transparent and timely manner. We seek to foster a culture in which individuals feel confident to raise issues, knowing that they will be treated seriously and addressed with respect and impartiality.

It is designed to ensure that the complaints procedure is straightforward, impartial, non-adversarial, allows a full and fair investigation, respects confidentiality, and delivers an effective response and appropriate redress.

This policy outlines the procedure that the complainant, the Governing Board and the school will follow. Once a complaint has been made, it can be resolved or withdrawn at any stage.

The Headteacher or Chair of the Governing Board (as appropriate) will delegate an appropriate person to act as the first point of contact during the complaints procedure.

This person will:

- Have had no prior involvement in the matter;
- Have sufficient seniority to manage the complaint objectively and effectively.

### **1. Legal framework**

This policy has due regard to all relevant legislation and guidance including, but not limited to, the following:

- Freedom of Information Act 2000
- Education Act 2002
- Equality Act 2010
- Immigration Act 2016
- UK General Data Protection Regulation (UK GDPR)

### **2. Definitions**

For the purpose of this policy, a “complaint” is defined as ‘an expression of dissatisfaction’ towards the actions taken or a perceived lack of action. Complaints can be resolved formally or informally.

A “concern” can be defined as ‘an expression of worry or doubt’ where reassurance is required.

Any complaint or concern will be taken seriously, whether raised formally or informally, and the appropriate procedures will be implemented.

It is in everyone’s interest that concerns and complaints are resolved at the earliest possible stage. Many issues can be resolved informally, without the need to use the formal stages of the complaints procedure. Any concerns will be taken seriously and every effort will be taken to resolve the matter as quickly as possible.

If an individual has difficulty discussing a concern with a particular staff member, the school will respect the views of this individual. In these cases, the person managing the complaint will refer the

complainant to another staff member. The member of staff may be more senior but does not have to be. The ability to consider the concern objectively and impartially is more important.

The school understands, however, that there will be occasions where people would prefer to raise their concerns formally. In this case, the school will attempt to resolve the issue internally, through the stages outlined within this complaints procedure.

The definition of “unreasonable complaints” is outlined in the ‘Managing unreasonable complaints’ section of this policy.

For the purpose of this policy, “duplicate complaints” are identical complaints e.g. complaints regarding the same matter received from a complainant’s spouse, partner or child. These complaints will not be addressed again and the individual making the second complaint will be informed that the complaint has been dealt with on a local level. If the individual is dissatisfied with the result, they can appeal to the DfE, as outlined in ‘The role of the DfE’.

For the purpose of this policy, “complaints campaigns” are where the school receives large volumes of complaints that are all based on the same subject.

In line with DfE guidance, and for the purposes of this policy, “independent” means no association with the school and no clear professional connection (e.g., acting as solicitor).

This safeguards fairness, transparency and proportionality while aligning with DfE expectations.

### **3. Making a complaint**

The school will not normally investigate anonymous complaints; however the Headteacher or chair of the Governing Body will determine whether the complaint warrants an investigation.

Individuals making complaints about issues relating to separate statutory procedures will be referred as follows:

- **Admissions** – referred to the appeals process outlined in the Admissions Policy.
- **Statutory assessments of special educational needs** – raised directly with the LA.
- **Child protection** – referred to safeguarding procedures outlined in the relevant Child Protection Policy.
- **Exclusion** – referred to the procedures outlined in the Behaviour Policy and Suspension and Exclusion Policy.
- **Whistleblowing** – referred to the internal whistleblowing procedures outlined in the Whistleblowing Policy.
- **Staff grievances** – referred to the internal grievance procedures outlined in the Grievance Policy.
- **Staff conduct** – referred to the Staff Code of Conduct.
- **Third-party suppliers using school premises or facilities** – referred to separate complaints procedures. The school will ascertain whether any third-party supplier using school

premises or facilities to offer community facilities or services has its own complaints procedures in place.

- **Withdrawal from the curriculum** – referred to separate procedure dealing with parents or carers withdrawing their child from any aspects of religious education, including daily act of Collective Worship.

Complainants may make complaints in person, in writing or by telephone. Complaints should be made using the appropriate channels of communication. For stage 2 or 3 complaints, we recommend complaints are made using the form in 'Appendix A' in order to capture all the required information.

Where the complaint is not submitted using the form, the school may contact the complainant to clarify the nature and scope of the complaint, identify any elements that remain unresolved, and confirm the outcome the complainant would consider acceptable in order to bring the matter to a close.

Complaints are expected to be made as soon as possible after an incident arises to amend the issue in an appropriate timescale. Complaints must be raised within three-months of the incident. Complaints made outside of this time frame will be considered only in exceptional circumstances. In the case of any timescales changing, all parties involved will be informed of the changes in a timely manner.

Complaints received outside of term time will be treated as being received on the first school day after the holiday period.

The Governing Board has a statutory duty to oversee the fair and thorough investigation of complaints, and the administration of this process is the responsibility of the school, not the local authority.

If other bodies are investigating aspects of the complaint, this may impact on the school's 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 this happens, the concerned individual(s) will be informed of a proposed new timescale.

If a complainant commences legal action against the school in relation to their complaint, the school will consider whether to suspend the complaints procedure until those legal proceedings have concluded.

### **Complaints about staff**

Complaints about staff, excluding the Headteacher, the school will:

- Be dealt with in the first instance by the Headteacher of the school, via the school office. Such complaints must be marked as private and confidential.
- Follow the complaints procedure.

Complaints that involve or are about a Headteacher, will:

- Be dealt with by the Chair of the Governing Body, via the school office. Such complaints must be marked as private and confidential.
- Follow the complaints procedure.

Complaints about a member of the Governing Body will:

- Be made in writing to the Clerking Professional, via the school office. Such complaints must be marked as private and confidential.
- Be considered by an independent investigator.

The school will investigate complaints raised about the actions, or perceived lack of action. Complaints about staff conduct will be dealt with under the school's internal disciplinary procedures. 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.

#### **4. Roles and responsibilities**

##### **The Complainant**

The complainant is responsible for:

- Cooperating with the school in seeking a solution to the complaint.
- Expressing the complaint and their concerns in full at the earliest opportunity.
- Promptly responding to any requests for information and meetings.
- Asking for assistance as needed.
- Treating anyone involved in the complaint with respect.
- Respecting confidentiality.

##### **The Investigator**

The role of the investigator will differ depending on the nature of the complaint and who it is directed at. This means that:

- For complaints about staff of the school, the investigator will be the Headteacher.
- For complaints about the Headteacher, the investigator will be a member of the school's Governing Body.
- For complaints about individual members of the Governing Board, the investigator will be the Chair of the Governing Body.
- For complaints against the entire Governing Body, the clerk to the board will liaise with members to appoint an appropriate independent person to be the investigator.

The investigator of the complaint is responsible for:

- Providing a sensitive and thorough interviewing process of the complainant to establish what has happened and who is involved.

- Considering all records, evidence and relevant information provided.
- Interviewing all parties that are involved in the complaint, including staff and pupils.
- Conducting interviews with an open mind.
- Analysing all information in a comprehensive and fair manner.
- Liaising with the complainant and clarifying what they consider to be an appropriate resolution to the problem.
- Identifying and recommending solutions and courses of actions to take where appropriate.
- Being mindful of timescales and ensuring all parties involved are aware of these timescales.
- Responding to the complainant in a clear and professional manner.

### **Panel Members**

Where complaints are escalated to a panel hearing, all complaints panel members will be aware that:

- The review panel hearing is independent and impartial, and should be seen to be so.
- No individual with prior involvement in the complaint, or the circumstances surrounding it, is permitted to sit on the panel.
- The aim of the panel is to achieve a reasonable resolution and, ultimately, attain reconciliation between the parties involved where practicable.
- Reconciliation between the school and complainant is not always achievable, and that it may only be possible to establish facts and make recommendations to reassure the complainant that their case has been taken seriously.
- The panel can:
  - Dismiss or uphold the complaint, in whole or in part.
  - Decide on appropriate action to be taken.
  - Recommend changes that the school can make to prevent reoccurrence of the problem.
- Complainants may request a paper-based review if they do not wish to attend the meeting in person.

The **Panel Chair** will:

- Ensure that minutes of the hearings are taken on every occasion.
- Explain the remit of the panel to the complainant.
- Ensure that all issues are addressed and that outcomes are reached based on facts and evidence.
- Conduct the hearing in a manner that ensures everyone is treated with respect and courtesy, and is not adversarial.
- Confirm that no member of the panel has previously been involved in the earlier stages of the procedure.
- Ensure the panel is open-minded and acts independently.
- Give both the complainant and the school the opportunity to state their case and seek clarity without undue interruption.
- Ensure that 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.
- Ensure that the clerk provide copies of any written material or evidence to everyone in attendance of the meeting, ensuring that everyone has seen the necessary material provided that it does not breach confidentiality or any individual's rights to privacy under the DPA 2018 or UK GDPR.
- Be mindful that, if a new issue arises, everyone should be given the opportunity to consider and comment upon it, and that this may require a short adjournment of the meeting.
- Continuously liaise with the clerk to ensure the procedure runs smoothly.

### **The Clerk**

The clerk is the contact point for the complainant at Stage 3. The clerk will:

- Ensure that all people involved in the complaint procedure are aware of their legal rights and duties, including under legislation relating to school complaints, education law, the Equality Act 2010, the Freedom of Information Act 2000, the DPA and UK 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 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.

## 5. The role of the DfE

If a complainant remains dissatisfied once the complaint procedure has been completed, they have the right to refer their complaint to the Secretary of State. If a complainant wishes to escalate a complaint, the school will refer them to the relevant contact form, and prompt them to follow the instructions on this form to submit a complaint to the Secretary of State.

The DfE will not overturn the school or panel's decision about a complaint or re-investigate the original complaint. The DfE will only intervene following a complaint if it believes the school has failed to comply with education law or acted unreasonably when exercising related education functions.

When making a final decision about a complaint, the school reserves the right to seek advice from the DfE on whether they are acting reasonably and lawfully; however, the DfE will not be able to advise on how to resolve the complaint.

## 6. Complaints procedure

The school will ensure that the complaints procedure is:

- Easily accessible and publicised on its website.
- Simple to understand and put into practice.
- Impartial and fair to all parties involved.
- Respectful of confidentiality duties.
- Continuously under review.
- Fairly investigated.
- Used to address all issues to provide appropriate and effective responses where necessary.
- **Informal** – which will usually come in the form of a meeting between a representative of the school and the complainant.
- **Formal** – where the complaint is put in writing to the school.
- **Panel hearing** – where the panel includes two people who were not directly involved in the matters detailed in the complaint and one person who is independent of the management and running of the school.

At each stage, complainants will be informed of their options for escalation if they feel that the school has not followed its policy in relation to the handling of the complaint. The appropriate person will communicate the details of the next stage of the process when delivering the outcome of the current stage, where applicable.

In some cases, a complaint may not be resolved to the complainant's satisfaction because the outcome sought is beyond what the school is able to provide, despite all reasonable efforts being made to address the concerns raised.

### **Stage one – informal concern or complaint**

It is hoped that most concerns can be expressed and resolved on an informal basis.

Concerns should be raised with either the class teacher, senior teacher or Headteacher.

Complainants should not approach individual members of the Governing Body to raise concerns or complaints. They have no power to act on an individual basis.

Within 10 school days of notification of the complaint, the complainant and the relevant member of staff should discuss the issue in a respectful and informal manner to seek a mutual resolution.

At this initial communication stage of the complaint, the complainant will be asked for their input as to what they believe may resolve the issue about which the complaint has been made to avoid further escalation where possible.

At the conclusion of their investigation, the appropriate person investigating the complaint will provide an informal written response within 10 school days of the date of receipt of the complaint.

In line with DfE guidance, complainants should note that any acknowledgement by the school that it could have handled the situation better is not an admission of unlawful or negligent action.

If an appropriate resolution cannot be sought at this informal level, or if the complainant feels that the school has not followed its policy in relation to the handling of the complaint, the person managing the response to the complaint will inform the complainant about the next level of the procedure.

### **Stage two – formal complaint**

Formal complaints must be made in writing and to the Headteacher, unless they are about the Headteacher.

The Headteacher will record the date the complaint is received and will acknowledge receipt of the complaint in writing within 15 school days. Within this response, the Headteacher may need to:

- seek to clarify the nature of the complaint
- ask what remains unresolved
- establish what outcome the complainant would consider acceptable to bring this complaint to a close

The investigator reserves the right to pause this stage of the complaints procedure if the complainant fails to clarify the nature of the complaint and state an outcome they would consider acceptable so that the complaint can be concluded at Stage 2.

The Headteacher can consider whether a face-to-face meeting is the most appropriate way of doing this. A Headteacher may delegate the investigation to another member of the school's Senior Leadership Team but not the decision to be taken.

Where the situation is recognised as complex, and it is deemed to be unable to be resolved within this timescale, the person managing the complaint will contact the complainant to inform them of the revised target date.

Complaints about the Headteacher or Governing Board member must be made in line with the delegations outlined above.

Where the appropriate person has made reasonable attempts to accommodate the complainant with dates for a complaint meeting and they refuse or are unable to attend, the meeting will be convened in their absence and a conclusion will be reached in the interests of drawing the complaint to a close.

Reasonable attempts are defined as the complainant being offered at least two dates and times.

In terms of a complaint being made about a member of staff, and except in the case of staff conduct which is dealt with separately under the school's internal disciplinary procedures, the Headteacher will discuss the issue with the staff member in question. Where necessary, the Headteacher will conduct interviews with any relevant parties, including witnesses and pupils, and may request statements from those involved. Findings and resolutions will be communicated to the complainant either verbally or in writing.

### **Stage three – panel hearing**

If an appropriate resolution cannot be sought at this formal level, or if the complainant feels that the school has not followed its policy in relation to the handling of the complaint, the person managing the response to the complaint will inform the complainant about the next level of the procedure.

A request to escalate to stage three will be made to the clerk to the Governing Board within 10 school days of the end of stage two, i.e. communication of an outcome. Requests made outside of this time frame will only be considered if exceptional circumstances apply.

When the complaint progresses to stage three, a panel will be constituted to hear the complaint, consisting of two individuals who were not directly involved in the matters detailed in the complaint, and at least one independent panel member. Where possible, the independent panel member will have no individual association with the school. In line with DfE guidance, another governor serving on the Governing Committee of a different school may occupy this role, as they will be sufficiently separate from the school being complained about.

The clerk will record the date the escalation request was received and acknowledge receipt of the complaint in writing within 15 school days.

The clerk will write to the complainant and inform them of the scheduled time and date of the panel hearing. The meeting will be convened within 15 days of the receipt of the escalation request where possible. Where this is not possible, the clerk will provide an anticipated date and ensure the complainant is kept up-to-date.

Sufficient notice will be given to all parties attending the panel hearing. If the complainant rejects the offer of the 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.

The committee will not 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 one of the procedure.

The meeting will be held in private. Electronic recordings or conversations are not permitted.

At the hearing, all participants will be given the opportunity to put their case across and discuss any issues. The meeting will allow for:

- The complainant to be present and accompanied at the hearing if they wish.
- The complainant to explain their complaint to the panel and state what remains unresolved.
- The individual handling the complaint to explain the reasons for their decision.
- Any evidence, including witnesses who have been prior approved by the chair of the panel, to be invited to provide information.
- The option for the complainant and individual handling the complaint to attend separate parts of the meeting if necessary.

Neither the complainant nor the school will bring legal representation to this hearing, unless in exceptional circumstances, where this will be agreed beforehand. A member of staff who may be a witness to the complaint may bring a union representative if desired; this will be agreed before the hearing.

The purpose of the hearing will be reconciliation and ensuring that things that may have gone wrong are corrected.

The complainant will receive a written response explaining the panel's findings and recommendations within 15 school days. This letter will also explain whether there are any further rights of appeal and to whom they need to be addressed.

The panel will make findings and recommendations, and a copy of those findings and recommendations will be made available. The committee can uphold the complaint in whole or in part or 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 and where appropriate, recommend changes to the school's systems or procedures to prevent similar issues in the future.

Where relevant, the person complained about will receive a summary of the panel's findings and recommendations i.e. outcome letter. They will also receive a copy of the minutes, subject to any necessary redactions under the Data Protection Act 2018 and the UK GDPR.

A written record will be kept of all complaints, and of whether they are resolved at the preliminary stage or proceed to a panel hearing, along with what actions have been taken, regardless of the decision.

All correspondence statements and records relating to individual complaints will be kept confidential, except where the Secretary of State or a body conducting an inspection under section 109 of the 2008 Act requests access to them.

### **7. Complaints to the DfE**

If a complainant has exhausted the school's complaints procedure, they will be advised that they can submit a complaint to the DfE at: [www.education.gov.uk/contactus](http://www.education.gov.uk/contactus), by telephone on: 0370 000 2288 or by writing to:

Department for Education  
School complaints compliance unit  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

### **8. Resolving complaints**

At each stage of the complaints procedure, the school is committed to resolving the complaint. Where appropriate, the school will acknowledge that the complaint is upheld in whole or in part, and may offer one of the following:

- An explanation
- An admission that the situation could have been handled better
- An assurance that the school will try and ensure the incident will not occur again
- An outline of the steps that have been or will be taken to help ensure that it will not happen again
- An undertaking to review school policies in light of the complaint
- An apology

### **9. Withdrawal of a complaint**

Where a complainant wishes to withdraw their complaint, the school will ask them to confirm this in writing.

### **10. Record keeping**

A written record will be kept of all complaints that are made, regardless of the stage at which they are resolved, including any action taken by the school as a result of those complaints, whether they are upheld or not.

All correspondence, statements and records relating to individual complaints will be kept confidential except where the Secretary of State or an inspectorate requests access to them.

Schools are data controllers in their own right and must decide for themselves how long to keep records, unless statutory regulations apply. The school will retain records of complaints and related documents in line with the Data Protection Policy and Records Management Policy.

### **11. Interviewing witnesses**

When interviewing pupils to gather information regarding a complaint, the interview should be conducted in the presence of another member of staff or the pupil's parents.

The school will ensure that the conduction of interviews does not interfere with any investigation by the LA designated officer (LADO) or the police.

The school understands the importance of ensuring a friendly and relaxed area which is free from intimidation. Staff are allowed a colleague to support them at their interview. The colleague must not be anyone likely to be interviewed themselves, including their line manager.

### **12. Recording a complaint**

A written record shall be kept of any complaint made, whether made via phone, in person or in writing, detailing:

- The main issues raised, the findings and any recommendations.
- Whether the complaint was resolved following an informal route, formal route or panel hearing.
- Actions taken by the school as a result of the complaint (regardless of whether the complaint was upheld).

Recording devices will not be used.

The school will not accept as evidence any recordings that were obtained covertly and without the informed consent of all parties being recorded.

### **13. Managing unreasonable complaints**

The school is committed to dealing with all complaints fairly and impartially, and to providing a high-quality service to those who complain. The school will not normally limit the contact complainants have with the school itself; however, the school does not expect staff to tolerate unacceptable behaviour and will take action to protect staff from that behaviour, including that which is abusive, offensive or threatening.

For the purposes of this policy, **“unreasonable complaints”** include:

- Vexatious complaints, which:
  - Are obsessive, persistent, harassing, prolific, or repetitious.

- Insist upon pursuing unmeritorious complaints and/or unrealistic outcomes beyond all reason.
- Insist upon pursuing meritorious complaints in an unreasonable manner.
- Are designed to cause disruption or annoyance.
- Demand for redress which lacks any serious purpose or value.
- Serial or persistent complaints, which:
  - Are duplicated, sent by the same complainant once the initial complaint has been closed.
  - Are new complaints that are submitted additionally, as part of an existing open complaint, by the same complainant.

A complaint may also be regarded as unreasonable when the complainant:

- Refuses to articulate their complaint or specify the grounds of a complaint or the outcomes sought, despite offers of assistance.
- Refuses to cooperate 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 they expect 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 complaints procedure has been fully and properly implemented and completed.
- 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 or by telephone while the complaint is being dealt with.

A complaint may also be considered unreasonable if the complainant:

- Acts maliciously or aggressively.
- Uses threats, intimidation or violence.
- Uses abusive, offensive or discriminatory language.
- Knows the complaint to be false.
- Uses falsified information.
- Publishes unacceptable information in media such as social media websites and newspapers.

The above applies regardless of the method the complaint is made, e.g. face-to-face, by telephone, in writing or electronically.

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

Whenever possible, the member of staff or governor leading the response to a complaint will discuss any concerns with the complainant informally before applying an **'unreasonable'** marking.

Serial or persistent complaints will only be marked as **'serial'** once the complainant has completed the complaints procedure.

If the behaviour continues, the individual handling the complaint 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, the school may specify methods of communication and limit the number of contacts in a communication plan. This will usually be reviewed after six months.

A decision to stop responding will only be considered in circumstances where the following statements are true:

- Every reasonable step has been taken to address the complainant's concerns.
- The complainant has been given a clear statement of the school's position and their options.
- The complainant contacts the school repeatedly, making substantially the same points each time.

If the above criteria are met, in making a decision to stop responding, the school will also consider if the complainant is often or always abusive or aggressive in their communication, makes insulting personal comments about or threats towards staff, or if the school believes their intent is to disrupt or inconvenience the school. In response to any incidents of aggression or violence, the police will be informed and may include banning an individual from the school premises.

#### **14. Complaints campaigns**

Where the school becomes the subject of a complaints campaign from complainants who are not connected with the school, a standard, single response will be published on the school's website.

### **15. Barring from the premises**

A school has the power to ban parents from school premises in certain circumstances. The Headteacher will refer to the Department for Education's guidance titled 'Controlling access to school premises' when making a decision to bar a parent entering school premises.

If an individual's behaviour is cause for concern, the Headteacher will ask the individual to leave the premises. The Headteacher will notify the parties involved in writing, explaining that their implied licence for access to the premises has been temporarily revoked and why.

This decision to bar will be reviewed by the chair of the Governing Board, taking into account any discussions following the incident. If the decision is made to continue the bar, the individual will be contacted in writing, informing them of how long the bar will be in place, and when the decision will be reviewed.

### **16. Transferring data**

The school will hold records of complaints separate to pupil records while a complaint is ongoing, so that access to these records can be maintained.

### **17. Availability**

A copy of this policy will be made available on request. It will also be published on the school website.

### **18. Monitoring and review**

The complaints procedure will be reviewed biannually, taking into account any legislative changes and the latest guidance issued by the DfE.

Responsibility for reviewing the procedure belongs to the Governing Board.

Information gathered through reviewing the complaints procedure will be used to continuously improve and develop the process.

<b>Date Approved:</b>	May 2026
<b>Approved by:</b>	Governing Board
<b>Review frequency:</b>	Biennial
<b>Next Review:</b>	May 2028

## APPENDIX A: Complaint Form

Please complete and return to [admin@fingringhoe.essex.sch.uk](mailto:admin@fingringhoe.essex.sch.uk)

<b>Your name:</b>
<b>Pupil's name <i>(if relevant)</i>:</b>
<b>Your relationship to the pupil <i>(if relevant)</i>:</b>
<b>Contact details:</b>
<b>Please give details of your complaint, including whether you have spoken to anybody at the school about it and what remains outstanding.</b>
<b>What actions do you feel might resolve the problem at this stage?</b>

**What outcome would you consider acceptable in bringing this complaint to a close and prevent it escalating to the next stage?**

**Are you attaching any paperwork? If so, please give details.**

**Signature:**

**Date:**

**Official use**

**Date acknowledgement sent:**

**By whom:**

**Complaint referred to:**

**Date:**