Mickleton Primary School



Complaints Policy

Approved by:	Governing Body	**Date:**	September 2026
Next review due by:	September 2027		

1. Statement of Intent

Mickleton Primary School is committed to providing a high-quality education in a safe, supportive and inclusive environment. We value positive relationships with pupils, parents, carers, staff, governors and members of the wider community.

We recognise that concerns and complaints provide an opportunity to improve services, strengthen communication and enhance the quality of education and care we provide.

The school aims to:

- Resolve concerns and complaints as quickly as possible.
- Deal with complaints fairly, consistently and impartially.
- Maintain confidentiality appropriately throughout the process.
- Ensure complainants are treated with respect and courtesy.
- Learn from complaints and use outcomes to improve practice.
- Comply with all relevant legal requirements and Department for Education guidance.

No complainant will be treated less favourably because they have raised a concern or complaint.

2. Legal Framework

This policy has regard to:

- Education Act 1996
- Education Act 2002
- Children Act 1989
- Children Act 2004
- Equality Act 2010
- Human Rights Act 1998
- Freedom of Information Act 2000
- Data Protection Act 2018
- UK General Data Protection Regulation (UK GDPR)

This policy also reflects:

- DfE Best Practice Guidance for School Complaints Procedures
- Keeping Children Safe in Education (current edition)

- SEND Code of Practice
- Ofsted School Inspection Handbook

This policy should be read alongside:

- Child Protection and Safeguarding Policy
- Staff Code of Conduct
- SEND Policy
- Equality Policy
- Whistleblowing Policy
- Records Management Policy
- Data Protection Policy

3. Principles

The complaints procedure will be:

- Accessible and easy to understand.
- Published on the school website.
- Fair and impartial.
- Responsive and timely.
- Confidential where appropriate.
- Focused on resolution.
- Proportionate to the issues raised.

The school expects all parties involved in the complaints process to communicate respectfully.

4. Definitions

Concern

A concern is an expression of worry or doubt that can usually be resolved informally.

Complaint

A complaint is an expression of dissatisfaction about actions taken, decisions made or a perceived failure to act.

The school encourages concerns to be raised promptly so that issues can be resolved before becoming formal complaints.

5. Scope of this Policy

This policy applies to complaints relating to:

- Educational provision
- The curriculum
- Behaviour management
- Communication
- School administration
- Use of school facilities
- Conduct of staff
- Conduct of governors
- School policies and procedures

Any person, including parents, carers and members of the public, may make a complaint under this procedure.

Anonymous complaints will generally not be investigated unless safeguarding or welfare concerns require investigation.

6. Equality and Accessibility

The school will make reasonable adjustments where required by the Equality Act 2010.

Support may include:

- Translation services
- Interpreters
- Large-print documentation
- Alternative formats
- Assistance completing forms
- A representative attending meetings

The school will ensure no complainant is disadvantaged through disability, language barriers or communication difficulties.

7. Time Limits

Complaints should normally be raised within three months of the incident occurring.

Complaints made outside this timeframe may still be considered where:

- There are exceptional circumstances.
- Evidence remains available.
- It is fair and reasonable to investigate.

8. Roles and Responsibilities

Headteacher

The Headteacher will:

- Investigate complaints fairly and objectively.
- Gather evidence.
- Meet relevant parties.
- Provide written responses.
- Implement agreed actions.
- Promote early resolution.

Governing Board

The Governing Board will:

- Ensure an effective complaints process exists.
- Monitor trends and outcomes.
- Consider learning from complaints.
- Convene complaint review panels where required.

Clerk to Governors

The Clerk will:

- Administer complaint review panels.
- Arrange meetings.
- Keep records.
- Communicate outcomes.

9. Safeguarding Concerns

Any complaint involving safeguarding concerns will be dealt with immediately.

Nothing within this policy prevents the school from referring concerns to:

- Children's Social Care
- Gloucestershire Safeguarding Children Partnership
- The Local Authority Designated Officer (LADO)
- The Police

Safeguarding procedures will always take precedence over this complaints process.

10. Complaints Procedure

Stage 1: Informal Resolution

The vast majority of concerns can be resolved informally.

A complainant should first raise the issue with:

- The class teacher
- The relevant member of staff
- The Headteacher where appropriate

The school will normally aim to respond within:

10 school days

The school may:

- Meet with the complainant.
- Investigate concerns.
- Clarify misunderstandings.
- Provide explanation or reassurance.
- Agree actions to resolve the matter.

If the concern remains unresolved, a formal complaint may be submitted.

Stage 2: Formal Complaint Investigation

Complaints should be submitted in writing using the school complaint form or by email.

The complaint should include:

- What happened.
- When it happened.
- Who was involved.
- Any relevant evidence.
- The outcome sought.

Acknowledgement

The complaint will normally be acknowledged within:

5 school days

Investigation

The Headteacher (or Chair of Governors if the complaint concerns the Headteacher) will:

- Review documentation.
- Meet relevant parties.
- Gather evidence.
- Reach findings.

Outcome

A written response will normally be provided within:

20 school days

Where a longer investigation is required, the complainant will be informed of revised timescales.

The response will include:

- Findings.
- Whether the complaint is upheld, partially upheld or not upheld.
- Any actions to be taken.
- Details of how to escalate the complaint.

Stage 3: Complaint Review Panel

If the complainant remains dissatisfied, they may request a Complaint Review Panel within:

10 school days of receiving the Stage 2 outcome.

The request must explain why the complainant remains dissatisfied.

Composition of the Panel

The panel will consist of:

- Three individuals with no previous involvement in the complaint.
- At least one member who is independent of the management and running of the school.

Purpose of the Panel

The panel will consider whether:

- The complaint was handled properly.
- The investigation was reasonable.
- The conclusions were supported by evidence.
- The procedure was followed fairly.

The panel will not normally re-investigate the complaint.

Hearing

The complainant may:

- Attend the hearing.
- Bring a companion for support.
- Present their case.

Outcome

The panel may:

- Uphold the complaint.
- Partially uphold the complaint.
- Dismiss the complaint.
- Recommend actions.
- Recommend policy or procedural changes.

A written decision will normally be issued within:

10 school days

The panel's decision is final.

11. Complaints Against Individuals

Complaints Against Staff

These should be submitted to the Headteacher.

Complaints Against the Headteacher

These should be submitted in writing to the Chair of Governors via the Clerk.

Complaints Against Governors

These should be submitted to the Clerk to Governors.

Complaints Against the Entire Governing Board

The Clerk will arrange an appropriately independent investigation and complaint review panel.

12. Record Keeping

A confidential record will be maintained of:

- The complaint.
- Investigation findings.
- Correspondence.
- Decisions made.
- Actions taken.
- Learning identified.

Records will be stored securely in accordance with:

- UK GDPR
- Data Protection Act 2018
- School Records Management Policy

Complaint records will be retained in accordance with the school's retention schedule.

13. Learning From Complaints

The Governing Board will receive anonymised information regarding complaints at least annually.

This will be used to:

- Identify recurring themes.
- Improve communication.
- Strengthen procedures.
- Improve provision.
- Support strategic school improvement.

14. Managing Unreasonable Behaviour

The school recognises that complainants may feel upset, frustrated or anxious when making a complaint.

However, the school will not tolerate:

- Abusive language
- Threatening behaviour
- Harassment
- Intimidation
- Discriminatory behaviour
- Excessive or unreasonable demands

Where behaviour becomes unreasonable, the school may:

- Limit methods of communication.
- Require correspondence in writing.
- Restrict communication to a named contact.
- End meetings if behaviour becomes unacceptable.
- Consider legal remedies if necessary.

Any restrictions will be proportionate and reviewed regularly.

15. Serial and Persistent Complaints

A complaint may be considered persistent where:

- The same issues continue to be raised after completion of the procedure.
- Previous responses are repeatedly challenged without new evidence.
- Excessive contact significantly impacts school operations.

In such circumstances the school may:

- Confirm that the complaints process has concluded.
- Decline to re-open previously investigated matters.
- Restrict further correspondence.

The complainant will be informed in writing of any such decision.

16. Barring From the School Premises

The school may withdraw permission for individuals to enter school premises where behaviour presents:

- A risk to staff.
- A risk to pupils.
- A risk to visitors.
- Significant disruption to school operations.

Any decision will be made reasonably, proportionately and in accordance with legal requirements.

17. Complaints Not Covered by This Policy

Separate statutory procedures apply to:

- Admissions appeals
- Exclusions
- Staff grievances
- Staff disciplinary matters
- Whistleblowing
- Child protection investigations
- SEND appeals to the SEND Tribunal

The complainant will be directed to the appropriate procedure.

18. Complaints to Ofsted and the Department for Education

Following completion of the school's complaints procedure, complainants may contact the Department for Education if they believe the school has acted unlawfully or unreasonably.

The Department for Education will not normally re-investigate the substance of a complaint but may consider whether the school has followed its procedures correctly.

Ofsted does not normally investigate individual complaints. However, concerns may be shared with Ofsted where they relate to the quality of education, safeguarding or leadership and management.

19. Monitoring and Review

The Governing Board will review this policy annually or earlier where:

- Legislation changes.
- DfE guidance changes.
- Local circumstances require revision.

The effectiveness of the policy will be evaluated through:

- Complaint outcomes.
- Stakeholder feedback.
- Governance monitoring.
- School improvement processes.

Mickleton Primary School Complaint Form

Please complete this form if you wish to make a formal complaint under **Stage 2 of the Complaints Policy**.

A copy of this form should be sent to:

The Headteacher Mickleton Primary School

If your complaint concerns the Headteacher, please send the form to:

The Clerk to Governors Mickleton Primary School

Complainant Details

Full Name	
Address	
Postcode	
Telephone Number	
Email Address	
Relationship to School (parent/carer/member of public etc.)	
Child's Name (if applicable)	
Child's Class (if applicable)	

Details of Complaint

Please provide details of your complaint, including relevant dates, times, locations and individuals involved.

What steps have you already taken to resolve the issue?

Please tell us who you spoke to and when.

What was the outcome?

What outcome are you seeking?

Please explain what you believe would resolve the complaint.

Supporting Evidence

Please list any documents, emails, letters or other evidence included with this complaint.

Declaration

I confirm that the information provided is accurate to the best of my knowledge.

Signature: _____

Name: _____

Date: _____