Nursery Hill Primary

Complaints Procedure

DATE REVIEWED: July 2026

DATE APPROVED: September 2026

By

NEXT REVIEW DATE: September 2027

Signed: **Simon Roberts** **Chair of Governors**

Signed: **Sarah Jeans** **Headteacher**

1. Introduction

1.1 This procedure has been adopted by the governing body to deal with complaints relating to the school except for those issues which are covered by other formal procedures or existing statutory bodies. (Note: examples of other procedures include complaints about the curriculum: issues relating to special educational needs: admissions: exclusions: allegations of misconduct against staff: allegations of lack of capability/competence against staff: staff grievances and so forth)

1.2 Ideally, the governing body would wish the business of the school to proceed without any situations occurring which might be the subject of a complaint, but it recognises that such situations may well arise from time to time. When this occurs the following procedures will be followed:

2. Stage One – Informal Stage

2.1 If possible the governing body would wish issues to be resolved informally and at the earliest possible stage. It would therefore encourage complainants to raise issues informally with staff at the school by contacting the appropriate person. This would be the class teacher, or a member of the SLT.

2.2 If the first approach is made to a Governor, the complaint will be referred to an appropriate member of staff and the complainant would be advised of this procedure.

2.3 Where the complaint concerns the Headteacher, in the first instance, the complaint should be raised with the Headteacher, unless the complainant feels this is not appropriate. In these circumstances, the complaint should be referred directly to the Chair of Governors.

2.4 This stage should take no more than 10 school days. However, where further investigations are required, new time limits can be set and the complainant sent details of the new deadline and an explanation for the delay.

2.5 If the complainant is unable to resolve the manner at the informal stage, by discussion with the appropriate member of staff, or considers the matter to be too serious for the informal stage, they should refer their complaint to the Headteacher under Stage 2.

3. Stage Two – Formal Complaint heard by the Headteacher

3.1 A formal complaint referred to the Headteacher should normally be made in writing.

3.2 The Headteacher will acknowledge receipt of the complaint and arrange for an appropriate investigation to be undertaken. This may be carried out by the Headteacher

or may be delegated to another member of staff.

3.3 The investigation will be conducted as soon as reasonably practical. If there are likely to be any substantial delays, the Headteacher or the delegated staff member will inform the complainant of the progress. The investigation will be conducted with a view to establishing all relevant information, will be non-adversarial and will be impartial. This process is likely to include giving the complainant an opportunity to discuss their complaint with the Headteacher or investigating member of staff.

3.4 At the conclusion of the investigation, if it has been conducted by an investigating member of staff, the investigator may make recommendations to the Headteacher.

3.5 The Headteacher will decide what action is appropriate and will notify the complainant of their decision. The decision will normally be notified to the complainant in writing. If the Headteacher is unable to inform the complainant of some aspects of the proposed action because, for example, there is a requirement of confidentiality, the Headteacher will explain the situation to the complainant.

3.6 This stage should be completed within 15 school days. However, where further investigations are required, new time limits can be set and the complainant sent details of the new deadline and an explanation for the delay.

3.7 If the complainant remains dissatisfied after stages one and two, or if the complaint involves the Headteacher, and has not been resolved, they should refer their complaint to the Chair of Governors. This may include any dissatisfaction about the manner in which the complaint had been addressed at stages one and/or two.

3.8 A formal complaint referred to the Chair of the Governors must be made no later than 10 working days following receipt of a Stage Two outcome.

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

4.1 A formal complaint referred to the Chair of Governors should be made in writing.

4.2 The Governing Body will establish a Complaints Panel, consisting of at least three people who were not directly involved in the matter including one person independent of the management and running of the school.

4.3 The Panel will determine their own chair who will be responsible for the proceedings of the Panel. The Chair of Governors will refer the complaint to the Chair of the Panel.

4.4 The Panel's investigation will be conducted as soon as reasonably practical. If there are likely to be any substantial delays, the Chair of the Panel will arrange for the complainant to be informed of the progress.

4.5 The investigation will be conducted with a view to establishing all relevant information: will be non-adversarial: and will be impartial.

4.6 The Complaints Panel will arrange a hearing. The parent will be invited to attend the hearing and be accompanied, if they so wish.

4.7 The Hearing will allow the complainant an opportunity to discuss their complaint with the Panel and giving the school an opportunity to give their views on the complaint. The Panel may arrange to meet with the complainant and a representative of the school together if it considers that this might help to resolve the issue.

4.8 At the conclusion of the investigation, the Panel will decide what action is appropriate. Possible conclusions of the Panel may include:

- The complaint is dismissed in whole or in part;
- The complaint is upheld in whole or in part;
- Appropriate action is recommended to resolve the complaint (if not within the powers of the governing body)
- Changes are recommended to the school's policies and/or procedures with a view to avoiding similar problems in the future.

4.9 The Panel will notify the complainant and the Headteacher of their decision through the Panel's chair. The decision will normally be notified to the complainant and the Headteacher by the chair in writing. If the panel is unable to inform the complainant of some aspects of the proposed action because, for example, there is a requirement of confidentiality, the panel will explain the situation to the complainant.

4.10 This stage should be completed within 20 school days.

4.11 The panel will report to the Governing Body on any action taken, including the general nature of the complaint and, if appropriate, on their findings.

5. Completion of School-Based Stages

5.1 Stage Three is the last school-based stage of the procedure. If the complainant attempts to reopen an issue that has already been addressed under the school's procedure, unless the Chair of Governors is satisfied that there is new information or evidence, he/she will inform the complainant in writing that the procedure has been exhausted and that the school regards the matter as closed.

6. Record Keeping

6.1 A confidential record of all formal complaints will be kept by the school including any action taken by the school.