



Nature, Nurture, Flourish and Fly

## Seething & Mundham Primary School Complaints Procedure

|   |                      |
|---|----------------------|
| <b>Author / Edited by</b>                     | Iain Hunter          |
| <b>Date</b>                                   | September 2020       |
| <b>Review Body</b>                            | Local Governing Body |
| <b>Review frequency &amp; next review due</b> | As required          |

**SEETHING & MUNDHAM PRIMARY SCHOOL  
COMPLAINTS PROCEDURE**

**WHAT TO DO IF YOU HAVE A COMPLAINT**

**Introduction**

1. Naturally, we hope that you will be happy with the way in which we work with you and your son or daughter and will not feel the need to complain. However, we recognise that there may be occasions when you feel that you wish to make a formal complaint. The following details set out the procedure for making a complaint and how to exercise your rights to obtain certain types of information from the School. It is the responsibility of the Sapiaentia Education Trust (SET) Board to ensure that this policy is implemented effectively.
2. This policy is also to be used for general complaints about the school but which may not be connected with children at the school.
3. This policy is available on the school website or available in hard copy from the school office.

**Informal Approach**

4. Most complaints can be dealt with quickly and informally by a telephone call, an e-mail or a quick word with the member of staff concerned. Any response to an informal approach should be given within 2 working days.

**COMPLAINTS PROCEDURE**

**Stage One**

5. If you are not satisfied with an informal approach you should contact the senior teacher setting out the details of your complaint in writing and making it clear that you are invoking the Complaints Procedure. If the complaint is about the senior teacher, it should be made directly to the Headteacher at Stage 2 of this procedure.
6. The senior teacher will respond to your complaint as soon as possible, usually within 5 working days, and arrange a meeting to explain the outcome if necessary and practical.

**Stage Two**

7. If you are dissatisfied with the outcome of your complaint at Stage One, you may write to the Headteacher. He/She will respond to your complaint as soon as possible, usually within 5 working days, and again arrange a meeting to explain the outcome if necessary and practical.

**Stage Three**

## SAPIENTIA EDUCATION TRUST

8. If you remain dissatisfied, or if your complaint is about the Headteacher, you should contact the Chairman of the Local Governing Body (through the school office). Again, your complaint should be in writing, be accompanied by any appropriate documentation and make it clear that you are invoking Stage Three of the Complaints Procedure. Complaints about a decision of the Headteacher actions in response to a complaint must reach the Chair of the Local Governing Body within four weeks of the Headteacher's decision or response to the complaint.

9. The Chair of the Local Governing Body will:

- Acknowledge your letter within 10 school days.
- Tell you what arrangements have been made for your complaint to be considered.
- Arrange for a meeting with a panel, appointed on behalf of the SET Board, of at least two nominated Governors (who will have no prior knowledge of the matter of the complaint) and one person who is independent of the school at which you will be able to explain your complaint. You are entitled to be accompanied by a friend or other advisor at such a meeting.
- Provide you with a clear explanation of the Governors' findings and actions, electronically or otherwise (a copy will also be sent to the person complained about unless disclosure is precluded by other regulations or protocols and will be available for inspection on the school premises).

10. The Governing Body will normally complete the investigation of a complaint within 20 school days. Copies of all correspondence relating to the Complaint will be retained, confidentially, by the Clerk to the Governors at the school except where the Secretary of State or a body conducting an inspection or undertaking another statutory function requires access to them. The records of complaint are normally held for ten years. A written record will be kept of all complaints securely, whether they were resolved at the preliminary stage or proceeded to a panel hearing. The written record will include any action taken by the school as a result of the complaint regardless of whether they are upheld

### **Vexatious Complaints**

11. Where a complainant raises an issue that has already been dealt with via the School's complaints procedure, and that procedure has been exhausted, the School will not reinvestigate the complaint.

12. If a complainant persists in raising the same issue, the Headteacher will write to them explaining that the matter has been dealt with fully in line with the school complaints procedure, and therefore the case is now closed. The complainant will be provided with the contact details for the Department for Education if they wish to take the matter further.

13. Unreasonable complaints include (but are not restricted to) the following scenarios:

- The complainant refuses to co-operate with the School's relevant procedures
- The complainant changes the basis of the complaint as the complaint progresses
- The complainant seeks an unrealistic outcome

## SAPIENTIA EDUCATION TRUST

- Excessive demands are made on the time of staff and Governors and is clearly meant to aggravate
- The complainant acts in a way that is abusive or offensive

### **Further Action**

14. The decision of the Governing Body is final. The Governing Body will not consider any subsequent complaint that is materially the same as a complaint that has already been considered at Stage Three nor will it enter into any further correspondence with a complainant in these circumstances save to bring to their attention the right to complain to the Education Skills Funding Agency (ESFA), or OfSTED who will consider the complaint according to their own procedures.

## SAPIENTIA EDUCATION TRUST

### Addresses:

|   |                 |
|---|-----------------|
| Chair of Governors                              | OFSTED          |
| c/o Seething & Mundham Primary School           | Piccadilly Gate |
| Brooke rd                                       | Store Street    |
| Seething  |                 |
| Norwich   | Manchester      |
| NR15 1DJ  | M1 2WD          |
| Please mark the envelope 'Stage 3<br>Complaint' | 0300 123 1231   |

Sapientia Education Trust  
Wymondham College  
Golf Links Road  
Wymondham College  
Norfolk  
NR18 9SZ

Complaints to the ESFA should be made using the online form

[https://form.education.gov.uk/submitform.php?self=1&form\\_id=cCCNJ1xSfBE&type=form&ShowMsg=1&form\\_name=Contact+the+Department+for+Education&noRegister=false&ret=%2Fmodule%2Fservices&noLoginPrompt=1](https://form.education.gov.uk/submitform.php?self=1&form_id=cCCNJ1xSfBE&type=form&ShowMsg=1&form_name=Contact+the+Department+for+Education&noRegister=false&ret=%2Fmodule%2Fservices&noLoginPrompt=1)