



COMPLAINTS POLICY

This Policy was approved at a meeting of the Governing Board on
15th July 2024

Chair of Governors: Mr L Shilling
Headteacher: Ms Y Nunn

Signed 

Signed 

Chair of Governors

Headteacher

Review Date: Summer 2026

Introduction

Hampton Primary School is a member of Hampton Collaborative Trust. The Education (Independent School Standards) Regulations 2014 require that all academies have a complaints policy and as an Academy Trust we recognise the importance of parental and pupil feedback. Our approach to complaints or concerns is to try and deal with them at the earliest possible opportunity. Complaints are a valuable way of ensuring that we can improve our systems, and we value every opportunity that we have to improve.

This document sets out the Trust's procedure for addressing complaints. It should be used only when informal attempts to resolve problems have been unsuccessful. If you have any concerns about the school or the education provided, you are encouraged to follow the informal process set out below. The Trust takes all concerns very seriously and most problems can be resolved at this stage.

Please note that this procedure does not apply to issues concerning the curriculum, collective worship, admissions, exclusion appeals, or decisions about your child's special educational needs. These are the subject of separate procedures, copies of which can be obtained from the school.

All other complaints are handled by the Trust according to the arrangements set out below.

Aims and Objectives

The Trust will give careful consideration to all complaints and deal with them fairly and honestly. We will provide sufficient opportunity for any complaint to be fully discussed, and aim to resolve it through open dialogue and mutual understanding.

Our Procedure Aims to

- be easily accessible and publicised
- be simple to use and understand
- be impartial
- be non-adversarial
- allow swift handling with established time-limits for action and keeping people informed of the progress
- ensure a full and fair investigation by an independent person where necessary
- respect people's desire for confidentiality, wherever possible (some information sharing may be necessary to carry out a thorough investigation)
- address all points of issue, providing an effective response and appropriate redress, where necessary
- provide information to the school's Senior Leadership Team so that services can be improved.

Informal stage – Raising a concern

At Hampton Primary School we work hard to ensure that concerns and issues raised by parents are addressed successfully at an informal stage. There are a number of ways that you can raise your concerns;

- discuss the concern with your child's Class Teacher – you can do this by speaking to them before or after school or by arranging an appointment with the Teacher.
- book an appointment with the Year Group Leader, Inclusion Manager or Deputy Headteacher.
- email or telephone the school for an appointment with a Deputy Headteacher or the Headteacher.

Formal Complaints Procedure

Stage 1

If you feel that a concern has not been addressed through informal discussion with the Class Teacher / Year Group Leader / Inclusion Manager / Deputy Headteacher / Headteacher, and you wish to have the matter formally investigated, this process begins with the completion of a complaints form, which you will find at the end of this pack (Appendix A3). If you would like help completing the form, the school would be happy to provide the assistance of someone unconnected with the complaint (please ask at the school office). The completed form should be returned to (a) The Headteacher if the concern/complaint is under the Headteacher's responsibility or (b) The Chair of Governors if the concern/complaint is under the Governing Board's responsibility, (these are indicated below). The complaint form should be returned to the school office, marked Confidential, for the attention of either the Headteacher or Chair of Governors as appropriate. The Headteacher/Chair of Governors will acknowledge in writing receipt of the complaint form within **three working days** after receiving it and will enclose a copy of the school's complaints procedure with the acknowledgement.

If the matter is about:

- the day-to-day running of the school
- the interpretation of school policies
- the actions or inactions of staff at the school

These are concerns/complaints under the Headteacher's responsibility and will be investigated by the Headteacher. *See A1 for flowchart.*

If the matter is about:

- school policies as determined by the Governing Board
- the actions or inactions of the Governing Board
- the Headteacher

These are concerns/complaints under the Governing Board's responsibility and will be investigated by the Chair of Governors or a governor nominated by the Chair. It may be necessary to appoint an independent investigator in certain circumstances. *See A2 for flowchart.*

Stage 2

If the concern/complaint has been investigated by the Headteacher, Stage 2 of the formal procedure will begin with the complaint form being passed to the Chair or nominated complaints governor to review whether the complaint has been properly dealt with (see flow chart A1). If the concern/complaint has been investigated by the Chair, the complaint form passes to the Governing Board (see flow chart A2).

If the complaint is a staff disciplinary or capability issue, then the matter will be dealt with by following the appropriate procedure rather than the complaints procedure. You will be notified if this is the case with your complaint, but we will not be able to tell you which procedure or the final outcome.

Monitoring and Review

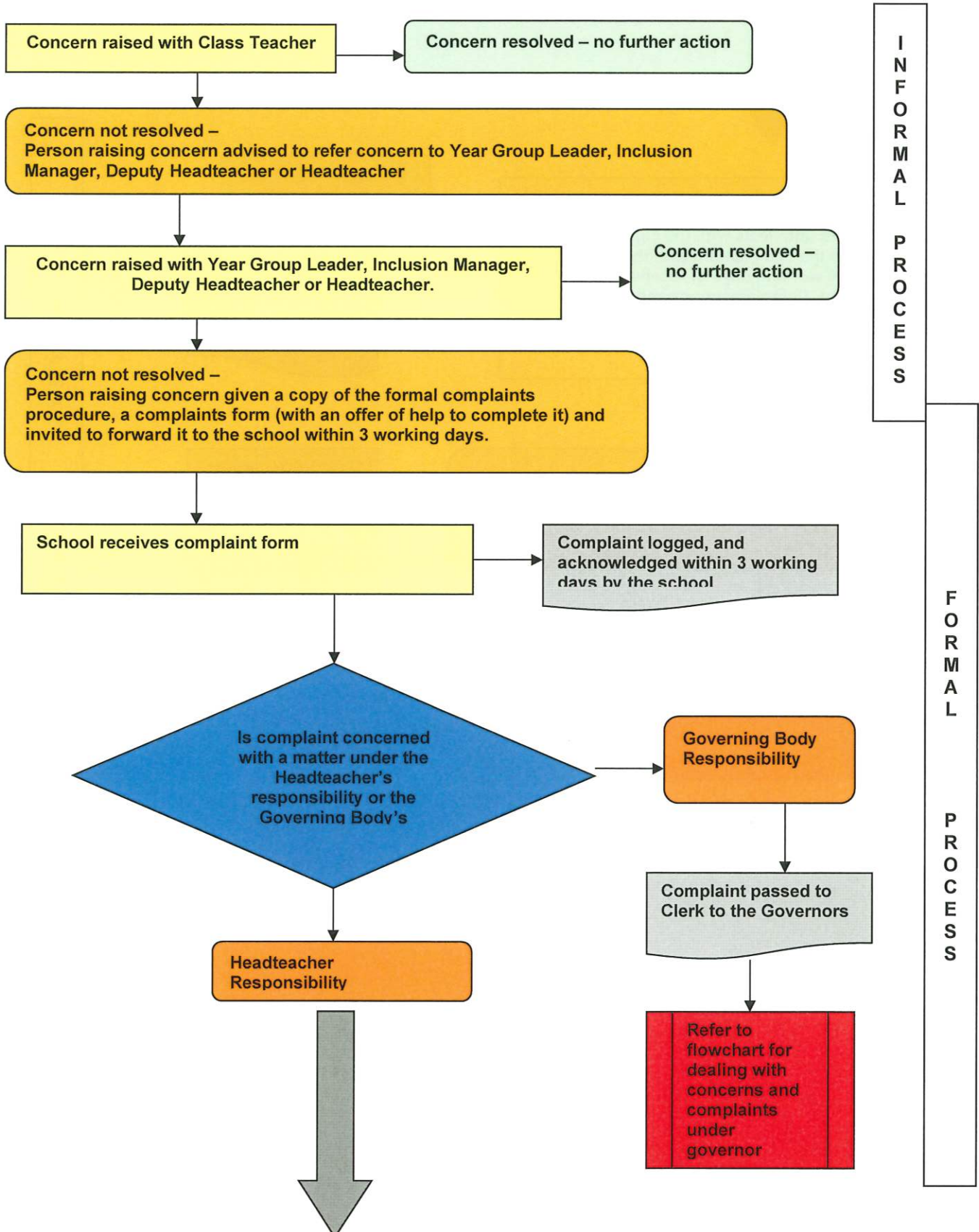
The Governing Board monitors the complaints procedure, in order to ensure that all complaints are handled properly. The Headteacher logs all formal complaints received by the school and records how they were resolved. Governors examine this log on an annual basis and consider the need for any changes to the procedure.

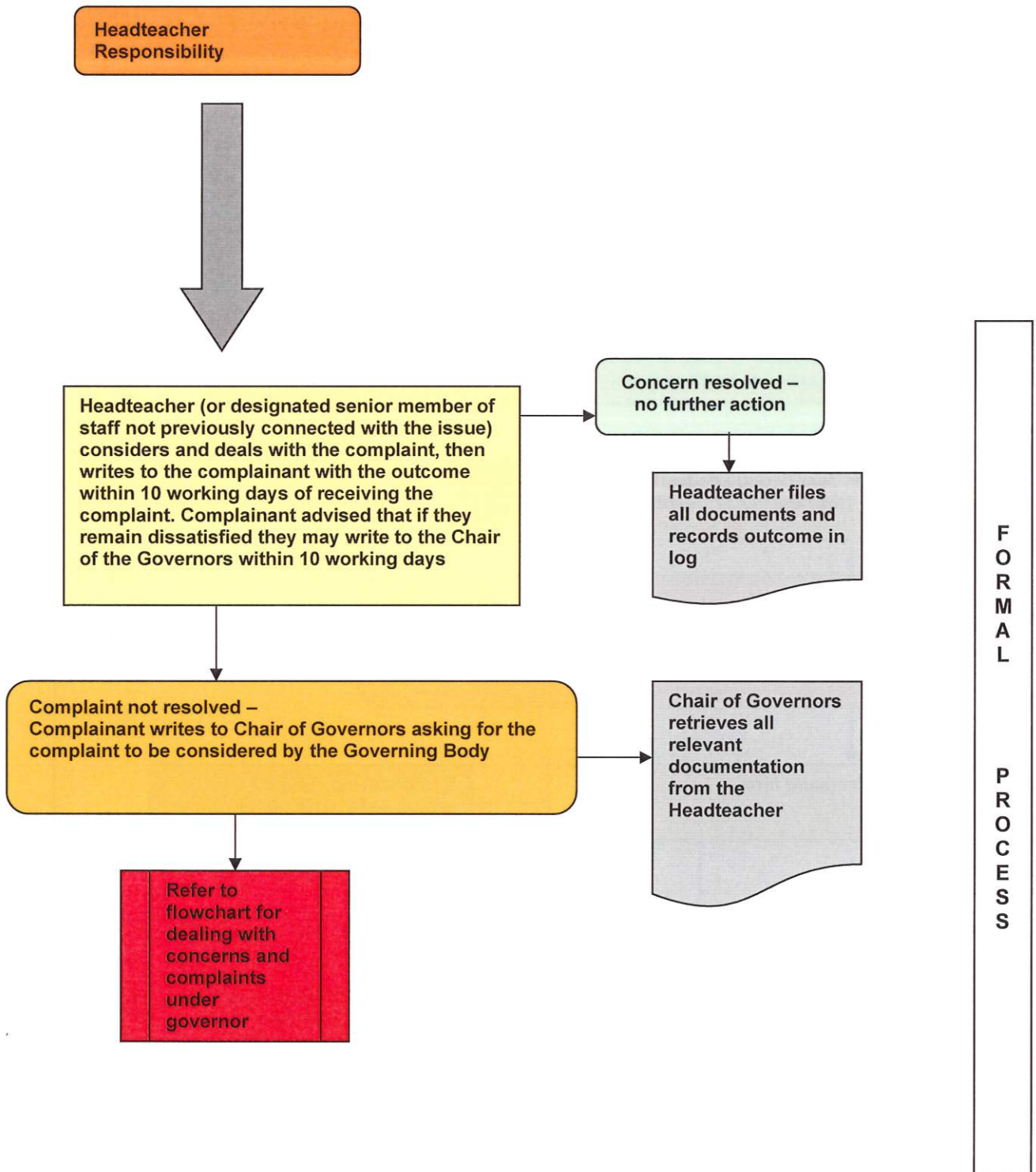
Availability

A copy of this procedure is available to all parents on request and is also on our website at www.hampton.kent.sch.uk.

A1 Procedure for Dealing with Concerns and Complaints

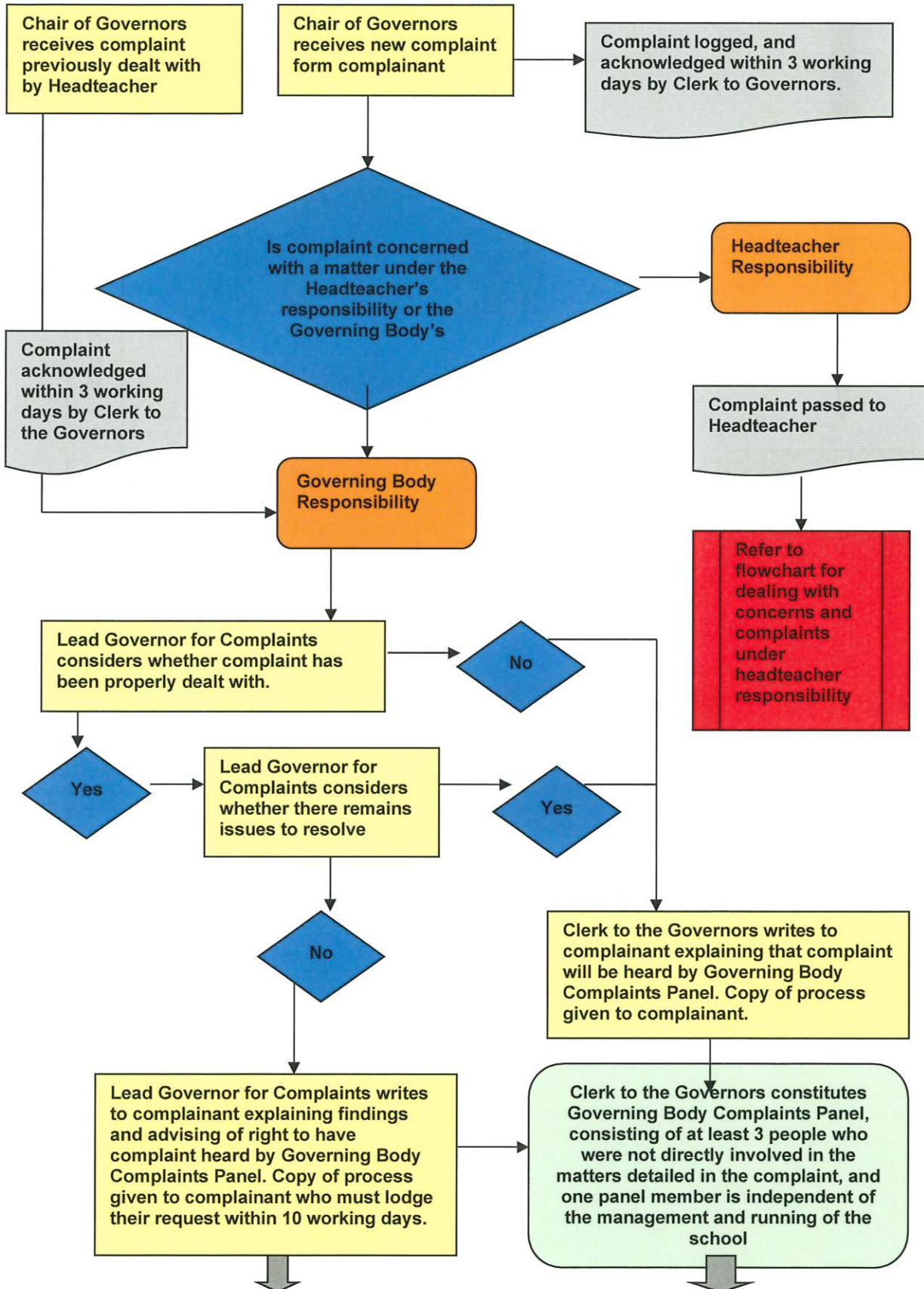
School Responsibility



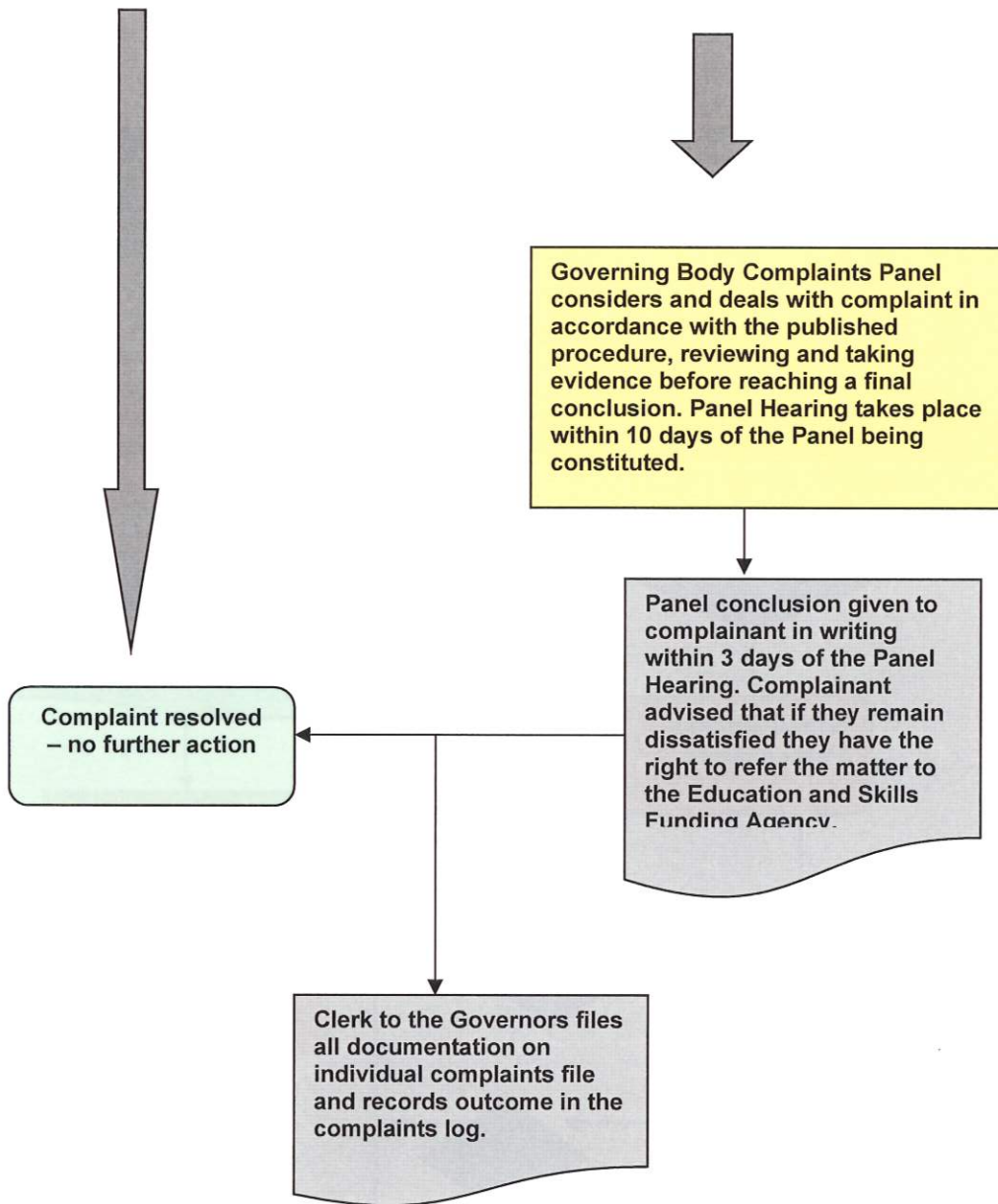


A2 Procedure for Dealing with Concerns and Complaints

Governing Board Responsibility



FORMAL PROCESS



F O R M A L
P R O C E S S

Appendix A3 Complaint Form

Please complete and return to the School Office, marked for the confidential attention of the Headteacher/Chair of Governors.

Your Name:	
Pupil's Name:	
Your relationship to the pupil:	
Address:	
Daytime Telephone No:	
Evening Telephone No:	
Please give details of your complaint here:	
What actions, if any, have you taken to try and resolve your complaint:	
What steps do you feel might resolve the problem?	
Are you attaching any paperwork?	
Signature:	
Date:	
For Office Use only	
Date acknowledgement sent:	By whom:
Complaint referred to:	Date:

A4 Procedure for conducting a Governing Board Complaints Panel Hearing

The Governing Board Complaints Panel operates according to the following formal procedures:

1. The Chair of the Governing Board Complaints Panel will aim to arrange for the panel meeting to take place within **10 working days**.
2. The Chair of the Governing Board Complaints Panel will ask you whether you wish to provide any further written documentation in support of your complaint. You can include witness statements, or ask witnesses to give evidence in person, if you wish.
3. The Headteacher will be asked to prepare a written report for the panel. Other members of staff directly involved in matters raised in your complaint will also be asked to prepare reports or statements.
4. The Chair of the Governing Board Complaints Panel will inform you, the Headteacher, any relevant witnesses and members of the panel by letter, at least **five working days** in advance, of the date, time and place of the meeting. We hope that you will feel comfortable with the meeting taking place in the school; but we will do what we can to make alternative arrangements if you prefer.
5. With the letter, the Chair of the Panel will send you all relevant correspondence, reports and documentation about the complaint and ask whether you wish to submit further written evidence to the panel.
6. The letter from the Chair of the Panel will also inform you that you are entitled to be accompanied to the meeting. The choice of person to accompany you is your own, but it is usually best to involve someone in whom you have confidence but who is not directly connected with the school. They are there to give you support but also to witness the proceedings and to speak on your behalf if you wish.
7. With the agreement of the chair of the panel, the Headteacher may invite members of staff directly involved in matters raised by you to attend the meeting.
8. Witnesses will be invited to the hearing and give statements but withdraw once they have done so.
9. The chair of the panel will bear in mind that the formal nature of the meeting can be intimidating for you and will do his or her best to put you at your ease.
10. As a general rule, no evidence or witnesses previously undisclosed should be introduced into the meeting by any of the participants. If either party wishes to do so, the meeting will be adjourned so that the other party has a fair opportunity to consider and respond to the new evidence.
11. The chair of the panel will ensure that the meeting is properly minuted. Please understand that any decision to share the minutes with you, the complainant, is a matter for the panel's discretion and you do not have an automatic right to see or receive a copy. Since such minutes usually name individuals, they are understandably of a sensitive and, therefore, confidential nature.
12. Normally, the written outcome of the panel meeting, which will be sent to you, should give you all the information you require. If, however, you feel that you would like to have a copy of the minutes it would be helpful if you could indicate this in advance. If the panel is happy for the minutes to be copied to you, the clerk can then be asked maintain confidentiality in the minutes.

13. During the meeting, you can expect there to be opportunities for:
 - you to explain your complaint;
 - you to hear the school's response from the Headteacher;
 - you to question the Headteacher about the complaint;
 - you to be questioned by the Headteacher about the complaint;
 - the panel members to be able to question you and the Headteacher;
 - any party to have the right to call witnesses (subject to the chair's approval) and all parties to have the right to question all witnesses;
 - you and the Headteacher to make a final statement.
14. In closing the meeting, the chair will explain that the panel will now consider its decision and that written notice of the decision will be sent to the headteacher and yourself **within five working days**. All participants other than the panel and the clerk will then leave.
15. The panel will then consider the complaint and all the evidence presented in order to:
 - reach a majority, decision on the complaint;
 - decide on the appropriate action to be taken to resolve the complaint;
 - recommend, where appropriate, to the Governing Board changes to the school's systems, policies or procedures to address the issues raised.
16. The Chair of the Panel will send you and the headteacher a written statement outlining the decision of the panel **within five working days**. Correspondence, statements and records relating to individual complaints are to 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.
17. Once a complaint has been through all the stages of this Complaints Policy, if the Complainant believes that this Complaints Policy does not comply with the regulations, or that the Academy has not followed the procedure in this Complaints Policy, the Complainant can refer the complaint to the Education and Skills Funding Agency for consideration. The Complainant can find further information about referring a complaint to the Education and Skills Funding Agency by pasting this page into an internet browser:

<https://www.gov.uk/complain-about-school>

The Complainant should be aware that the Education and Skills Funding Agency will not usually investigate the complaint itself, or interfere with the findings of the Complaints Panel, unless the decision made was manifestly unreasonable.

