



<b>Policy Title</b>	<b>COMPLAINTS POLICY – General</b>
Committee responsible	Ethos & Curriculum
Last reviewed	May 2019
Next review due	May 2020
Who is governed by this policy	All staff, pupils and parents
Available on website	<b>YES</b>

Signed .....  
(Chair of Governors)

Signed .....  
(Headteacher)

Date .....

# COMPLAINTS POLICY

## General

### 1. Status

Statutory, pursuant to Chapter 1 of Part 3 of the Education Act 2002, Chapter 2 of Part 10 of the Apprenticeships, Skills, Children and Learning Act 2009, and the Complaints Against Schools (England) Regulations 2010.

### 2. Purpose

This Complaints Policy applies to any complaint relating to the school or the provision of facilities or services not covered under the Complaints Policy (Parents and Pupils), or any other prescribed right of appeal. The school and Governors aim to deal with all complaints openly, fairly, promptly and without prejudice.

### 3. Relationship with other policies

This Complaints Policy should be read in conjunction with the policy on Complaints (Parents and Pupils) and all other school policies in force at the relevant time.

### 4. Roles and responsibilities

The **School Business Manager** should deal with all complaints not covered by the Complaints Policy (Parents and Pupils). If the School Business Manager is unable to resolve the complaint, it will pass to the **Headteacher**. If the Headteacher is unable to resolve the complaint it will pass to the Chair of Governors. The final stage in the process is for the Governing Body to investigate the complaint. The **Chair of Governors and/or the Governing Body** will deal with complaints about the Headteacher. Please see the separate procedure for dealing with complaints, available from the school.

### 5. Monitoring and Evaluation

This policy and the associated procedures will be reviewed by the Governing Body on an annual basis.

# Warnham Primary School Complaint Form

Please complete and return to the school office marked **Private & Confidential** to the Headteacher or Chair of Governors who will acknowledge receipt and explain what action will be taken.

<b>Your name:</b>
<b>Pupil's name</b> <i>(if relevant)</i>
<b>Relationship to pupil</b> <i>(if relevant)</i>
<b>Address:</b>
<b>Postcode:</b>
<b>Daytime telephone number:</b>
<b>Evening telephone number:</b>
<b>Please give details of your complaint, including whether you have spoken to anybody at the school about it:</b>

**What actions do you feel might resolve the problem at this stage?**

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

**Signature:**

**Date:**

*For official use only*

**Date acknowledgement sent:**

**By who:**

**Complaint referred to:**

**Date:**