
Upham CE (A) Primary School

Complaints Policy



Approved by Governors – Full Governing Body 22 May 2025

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Upham CE(A) Complaint Procedure at a glance

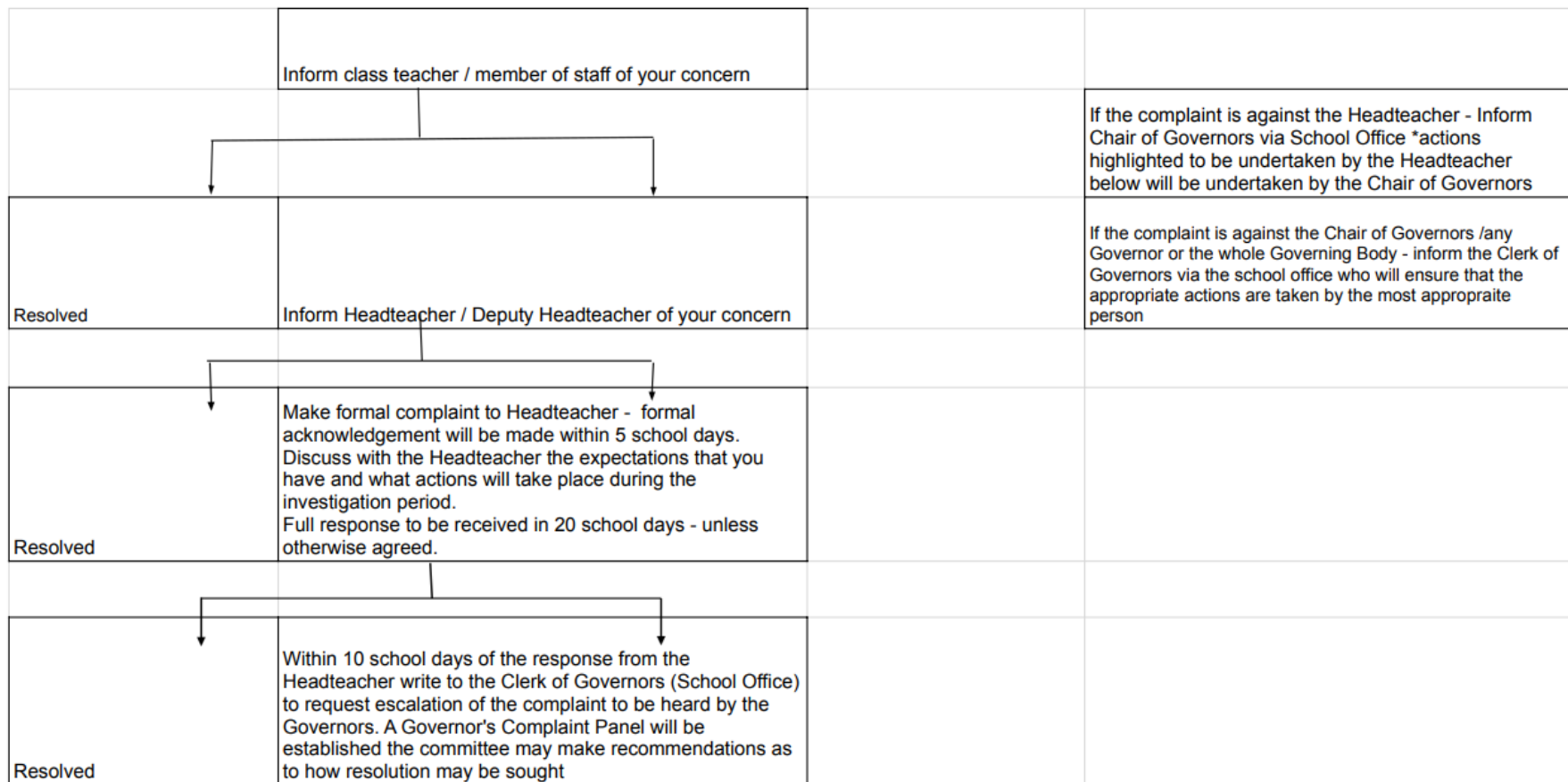


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Upham CE (A) Primary School Complaints Procedure

Introduction

Upham CE (A) Primary School (“Upham School”) is dedicated to providing the best possible education and support for its pupils. This means having a clear, fair and efficient procedure for dealing with any complaints to or against the school, so that any issues that arise can be dealt with as swiftly and effectively as possible.

This Procedure aims to:

- Strengthen parent/guardian confidence and relationships between parents/guardians, Upham School and the wider community
- Respond to all concerns and complaints in an open and consistent manner
- Resolve concerns through informal discussion at the earliest stage
- Prevent concerns from developing into major complaints or litigation
- Set out well defined time scales and named contacts
- Focus on resolution and service review rather than blame
- Be accessible to people with disabilities, special needs or language barriers
- Promote confidentiality and discretion
- Include fair and transparent investigative processes for staff and complainants
- Be forthright in dealing with vexatious, abusive, malicious and anonymous complainants

This procedure explains the steps that will be followed whenever an issue arises that causes concern. Any person, including members of the general public, may make a complaint about provision of facilities or services that our school provides, unless separate statutory procedures apply.

This procedure does **not** apply to complaints about:

- Admissions and transfers to Upham School
- Statutory assessments of Special Educational Needs (SEN)
- School reorganisation proposals
- Matters likely to require a Child Protection investigation
- Exclusion of children from school
- Whistleblowing
- Staff grievance and disciplinary procedures
- Complaints about services provided by other providers who may use the school’s premises or facilities

In these cases, there are other separate and statutory procedures. Further guidance can be found on the school website on these issues: [School Policies | Upham Church of England Aided Primary School](#)

Who Can Make a Complaint

This complaints procedure is not limited to parents or carers of children that are registered at the school. Any person, including members of the public, may make a complaint to Upham Primary School about any provision of facilities or services that we provide.

The school will not respond to anonymous complaints under this procedure, however, the Headteacher and / or Chair of Governors will consider whether the issue and fear of identification are genuine or the issue is one of child protection.

For more information on Upham school's provision for protecting our pupils, please refer to our **child protection** policy, available on Upham School website or a hard copy can be obtained from the school office.

[School Policies | Upham Church of England Aided Primary School](#)

When to make a complaint?

It is in everyone's interest that concerns and complaints are resolved at the earliest possible stage. Many issues can be resolved informally, without the need to use the formal stages of the complaints procedure. Upham Primary School takes concerns seriously and will make every effort to resolve the matter as quickly as possible.

A complaint should be within three months of the incident or, where a series of associated incidents have occurred, within three months of the last of these incidents. We will consider complaints made outside of this time frame if exceptional circumstances apply.

What is the difference between a concern and a complaint?

For the purpose of this policy a concern and complaint will be defined as follows:

A concern will be defined as '*an expression of worry or doubt over an issue considered to be important for which reassurances are sought*'.

A complaint will be defined as '*an expression of dissatisfaction however made, about actions taken or a lack of action*'.

If the person making the concern or complaint has difficulty discussing a concern with a particular member of staff, we will respect your views. Similarly, if the member of staff directly involved feels unable to deal with a concern, they will refer you to another staff member, often the headteacher. The ability to consider the concern objectively and impartially is more important.

We understand however, that there are occasions when people would like to raise their concerns formally. In this case, Upham Primary School will attempt to resolve the issue internally, through the stages outlined within this complaints procedure.

If appropriate a member of staff may recognise that an issue being discussed would benefit from resolution under the complaints policy and may recommend to you for the matter to be dealt with in accordance with this policy.

All conversations and correspondence will be treated in confidence; however, it is important that all parties involved should be aware that some information may have to be shared with others as part of the handling of the complaint in accordance with this procedure.

We will consider complaints made outside of term time to have been received on the first school day after the holiday period.

If other bodies are investigating aspects of the complaint, for example the police, local authority (LA) safeguarding teams or Tribunals, this may impact on our ability to adhere to the timescales within this procedure or result in the procedure being suspended until those public bodies have completed their investigations.

If a complainant commences legal action against Upham Primary School in relation to their complaint, we will consider whether to suspend the complaints procedure in relation to their complaint until those legal proceedings have concluded.

If we cannot meet the timescales set out in this Procedure, we will provide a clear explanation of the reason for this along with details of the indicative timescales.

There may be occasions when it's necessary or reasonable (e.g. reasonable adjustments) to deviate from the complaints policy. In all cases where there is a deviation from the published procedure, this must be recorded with the reasons for the deviation.

If a complainant wants to withdraw their complaint, we will ask them to confirm this in writing.

1. When a concern or concerns first arises

If you have a concern that you would like to take up with Upham Primary School you should initially inform a member of staff either in person, over the telephone or in writing (including e-mail). A concern or complaint may also be raised by a third party acting on behalf of the complainant, as long as they have the appropriate consent to do so.

We encourage parents to approach staff with any concerns they may have on an informal basis, and aim to resolve all issues with open dialogue and mutual understanding. We will take your concerns seriously and make every effort to resolve the matter as quickly as possible.

Complainants should not approach individual governors to raise concerns or complaints. They have no power to act on an individual basis and it may also prevent them from considering complaints at Stage 2 of the [procedure](#). If you require support this can be sought, please write to the Chair of Governors via the School Office.

Complaints against school staff (except the headteacher) should be made in the first instance, to the Headteacher via the school office. Please mark as Private and Confidential.

Complaints about the Headteacher, Chair of Governors, any individual governor or the whole governing body should be addressed to The Clerk to the Governing Body via the school office. Please mark as Private and Confidential.

The Chair of Governors reserves the right to refer complaints that are taken straight to them back to the appropriate member of staff if it does not warrant the Governing Body's involvement at that point.

In accordance with equality law, we will consider making reasonable adjustments if required, to enable complainants to access and complete this complaints procedure. Adjustment will be made on a case by case basis.

We will not normally investigate anonymous complaints. However, the headteacher or Chair of Governors, if appropriate, will determine whether the complaint warrants an investigation.

1.1 Initial informal meeting

When a concern has been received, you may receive either a telephone call from the member of staff or Headteacher or you may be invited to attend a meeting with a member of staff or the Headteacher to discuss your concerns.

If invited to a meeting, you are welcome to bring a friend, partner or, in the case of a pupil who has raised a concern, a parent along for support. It may be appropriate for a pupil to attend the meeting if their parent has raised a concern, depending on the nature of the issue.

Staff have a responsibility to ensure that you understand any future points of action that have been agreed and will make a record of what has been discussed, as well as any outcomes and a plan of action, if one has been agreed.

All staff will do their best to ensure your concerns are dealt with appropriately and efficiently, but if an agreement cannot be reached, or if you are dissatisfied with the outcome, you can make a formal complaint to the Headteacher (see section 2 below).

There is no prescribed timescale for resolution at this stage given the importance of dialogue and informal discussion, although we expect to resolve most issues within **10 school days**.

2. Formal Complaints

In order to ensure complaints are dealt with efficiently and effectively, Upham School deals with formal complaints in two stages.

2.1 Stage 1 – Complaint heard by the Headteacher

If you feel that your concern has not been dealt with as you would like, are unhappy with the outcome of your informal meeting or feel that the issue is serious enough that it warrants it, you can make a formal complaint to the Headteacher - unless your complaint is about the Headteacher. It is preferable for you to make your formal complaint in writing and we provide a Formal Complaints Form (Appendix 1) for you to complete which can be accessed on Upham School website or requested from the school office. However complaints can also

be made in person or by telephone. It would be helpful if you can indicate how you feel the complaint can be resolved.

The Headteacher will acknowledge your complaint in writing or offer a full response within **5 school days**. If further investigation is required, the Headteacher will acknowledge receipt of your complaint within 5 school days and will advise you that a full response will be provided within **20 school days**.

During the investigation, the headteacher (or investigator) will:

- If necessary, interview those involved in the matter and/or those complained of, allowing them to be accompanied if they wish
- Keep a written record of any meetings/interviews in relation to their investigation.
- Keep a written record of any points where due to access or other requirements it has not been possible to follow the full complaints policy

At the conclusion of their investigation, the headteacher will provide a formal written response within **20 school days** of the date of receipt of the complaint.

If the headteacher/ investigator is unable to meet this deadline, they will provide the complainant with an update and revised response date.

The formal response to the complaint will detail any actions taken to investigate the complaint and provide a full explanation of the decision made and the reason(s) for it. Where appropriate, it will include details of actions Upham Primary School will take to resolve the complaint.

If the Headteacher has decided not to take any further action, they will explain what they have decided and how they reached the decision. The complainant will also be advised of their right to take the matter further if unsatisfied with the response.

If your complaint is about a member of staff, the Headteacher will talk to that employee and invoke the relevant procedure if required. It will not be appropriate to inform you of the outcome of any investigation in relation to an individual member of staff.

If the complaint is about the headteacher, or a member of the governing body (including the Chair or Vice-Chair), a suitably skilled governor will be appointed to complete all the actions at Stage 1. These arrangements will be made by the Clerk of the governing board.

Complaints about the headteacher or member of the governing body must be made to the Clerk, via the school office.

If the complaint is:

- jointly about the Chair and Vice Chair
- the entire governing body or
- the majority of the governing body

The Clerk of the Governing Body will determine the most appropriate course of action to take depending on the nature of the complaint. As such Stage 1 may be considered by an

appointed member(s) of the governing body, an independent investigator appointed by the governing body or Portsmouth Diocese if appropriate. At the conclusion of their investigation, the independent investigator will provide a formal written response via the Clerk. .

2.2 Stage 2 – Complaint heard by the governing board

If you are dissatisfied with the outcome of your complaint following stage 1, you should write to the Clerk to the Governors at Upham School via the school office within **10 school days of the stage 1 response**, requesting to escalate the complaint to stage 2.

The Clerk will record the date the complaint is received and acknowledge receipt of the complaint in writing (either by letter or email) within 5 school days.

Requests received outside of this time frame will only be considered if exceptional circumstances apply.

The complaints committee will consist of at least three governors with no prior involvement or knowledge of the complaint. Prior to the meeting, they will decide amongst themselves who will act as the Chair of the Complaints Committee.

The committee will decide whether to deal with the complaint by inviting parties to a meeting or through written representations, but in making their decision they will be sensitive to the complainant's needs.

If the complainant is invited to attend the meeting, they may bring someone along to provide support. This can be a relative or friend. Generally, we do not encourage either party to bring legal representatives to the committee meeting. However, there may be occasions when legal representation is appropriate.

For instance, if a school employee is called as a witness in a complaint meeting, they may wish to be supported by union and/or legal representation.

Note: Complaints about staff conduct will not generally be handled under this complaints procedure. Complainants will be advised that any staff conduct complaints will be considered under staff disciplinary procedures, if appropriate, but outcomes will not be shared with them.

Representatives from the media are not permitted to attend.

The Clerk will write to the complainant to inform them of the date of the meeting. They will aim to convene a meeting within **20 school days** of receipt of the Stage 2 request. If this is not possible, the Clerk will provide an anticipated date and keep the complainant informed.

If the complainant rejects the offer of three proposed dates, without good reason, the Clerk will decide when to hold the meeting. It will then proceed in the complainant's absence on the basis of written submissions from both parties.

At least **5 school days** before the meeting, the Clerk will:

- confirm and notify the complainant of the date, time and venue of the meeting, ensuring that, if the complainant is invited, the dates are convenient to all parties and that the venue and proceedings are accessible

-
- request copies of any further written material to be submitted to the committee at least **3 school days** before the meeting.

The Clerk to Governors will request that you supply any paperwork you feel the Complaints Panel will require to consider your complaint fully. The Headteacher will also be requested to supply copies of their responses to the previous stages of the procedure, and any further paperwork they consider the panel will require to consider the complaint fully. Copies of all paperwork will be distributed to all parties by the Clerk to Governors at least **3 school days** in advance of the meeting. The committee will not normally accept, as evidence, recordings of conversations that were obtained covertly and without the informed consent of all parties being recorded.

The committee will also not review any new complaints at this stage or consider evidence unrelated to the initial complaint to be included. New complaints must be dealt with from Stage 1 of the procedure.

The meeting will be held in private. Electronic recordings of meetings or conversations are not normally permitted unless a complainant's own disability or special needs (reasonable adjustments) require it. Prior knowledge and consent of all parties attending must be sought before meetings or conversations take place. Consent will be recorded in any minutes taken.

The complainant is welcome to bring a friend or partner for support to the meeting and the chair of the Complaints Panel will ensure the meeting is conducted within a relaxed atmosphere whilst keeping to the formal agenda. The Headteacher is also invited to bring a representative or a member of staff for support. The meeting will be minuted by the Clerk to the Governors. An Independent Clerk to the Governors may be appointed for this purpose if necessary.

No previously undisclosed evidence relating to the complaint should be introduced during the meeting unless the Complaints Panel are reconsidering the matter afresh.

The committee will consider the complaint and all the evidence presented. The committee can:

- uphold the complaint in whole or in part
- dismiss the complaint in whole or in part.

If the complaint is upheld in whole or in part, the committee will:

- decide on the appropriate action to be taken to resolve the complaint
- where appropriate, recommend changes to the school's systems or procedures to prevent similar issues in the future.

The Clerk to the Governors will inform you and the Headteacher in writing of the panel's decision within **5 school days** of the meeting. The letter will include a summary of the issues, an outline of the main points of discussion, the reasons for the decision and the proposed actions or outcome. The Complaints Panel may suggest you meet with the Headteacher and / or Chair of Governors to agree a way forward.

The Chair of the Committee will provide the complainant and Upham Primary School with a full explanation of their decision and the reason(s) for it, in writing, within 10 school days.

The letter to the complainant will include details of how to contact the Department for Education if they are dissatisfied with the way their complaint has been handled by Upham Primary School.

If the complaint is:

- jointly about the Chair and Vice Chair or
- the entire governing body or
- the majority of the governing body

Stage 2 will be heard by a committee of independent governors.

The response will detail any actions taken to investigate the complaint and provide a full explanation of the decision made and the reason(s) for it. Where appropriate, it will include details of actions Upham Primary School will take to resolve the complaint.

The response will also advise the complainant of how to escalate their complaint should they remain dissatisfied.

The complainant is welcome to bring a friend or partner for support to the meeting and the chair of the Complaints Panel will ensure the meeting is conducted within a relaxed atmosphere whilst keeping to the formal agenda. The Headteacher (and Chair of Governors if attending) will also be invited to bring a representative or member of staff for support. The meeting will be minuted by the Clerk to the Governors. An Independent Clerk to the Governors may be appointed for this purpose if necessary.

No previously undisclosed evidence relating to the complaint should be introduced during the meeting unless the Complaints Panel are reconsidering the matter afresh.

The Clerk to the Governors will inform the complainant (and the Headteacher and / or Chair of Governors) in writing of the panel's decision within **5 school days** of the meeting. The letter will include a summary of the issues, an outline of the main points of discussion, the reasons for the decision and the proposed actions or outcome. The Complaints Panel may suggest you meet with the Headteacher and / or Chair of Governors again to agree a way forward.

The letter may set out recommendations which will be made to the Governing Body.

The Complaints Panel's decision is the final stage in this Complaints Procedure.

If you believe the school did not handle the complaint in accordance with the published complaints procedure or they acted unlawfully or unreasonably in the exercise of their duties under education law, they can contact the Department for Education after they have completed Stage 2.

The Department for Education will not normally reinvestigate the substance of complaints or overturn any decisions made by Upham Primary School/ . They will consider whether Upham

Primary School has adhered to education legislation and any statutory policies connected with the complaint.

The complainant can refer their complaint to the Department for Education online at: www.education.gov.uk/contactus, by telephone on: 0370 000 2288 or by writing to:

Department for Education
Piccadilly Gate
Store Street
Manchester
M1 2WD.

You may make a complaint to the Diocese if you feel that Upham School has acted in a way not appropriate for a Church of England Aided School by writing to the Portsmouth Diocese.

3. Roles and Responsibilities

Complainant

The complainant will receive a more effective response to the complaint if they:

- explain the complaint in full as early as possible
- co-operate with the school in seeking a solution to the complaint
- respond promptly to requests for information or meetings or in agreeing the details of the complaint
- ask for assistance as needed
- treat all those involved in the complaint with respect
- refrain from publicising the details of their complaint on social media and respect confidentiality.

Investigator /Headteacher

The investigator's role is to establish the facts relevant to the complaint by:

- providing a comprehensive, open, transparent and fair consideration of the complaint through:
 - o sensitive and thorough interviewing of the complainant to establish what has happened and who has been involved
 - o interviewing staff and children/young people and other people relevant to the complaint
 - o consideration of records and other relevant information
 - o analysing information
- liaising with the complainant and complaint co-ordinator as appropriate to clarify what the complainant feels would put things right.

The investigator should:

-
- conduct interviews with an open mind and be prepared to persist in the questioning
 - keep notes of interviews or arrange for an independent note taker to record minutes of the meeting
 - ensure that any papers produced during the investigation are kept securely pending any appeal
 - be mindful of the timescales to respond
 - prepare a comprehensive report for the headteacher / complaints committee that sets out the facts, identifies solutions and recommends courses of action to resolve problems.

The headteacher or complaints committee will then determine whether to uphold or dismiss the complaint and communicate that decision to the complainant, providing the appropriate escalation details.

Complaints Co-ordinator (this could be the headteacher / Clerk of Governors)

The complaints co-ordinator should:

- ensure that the complainant is fully updated at each stage of the procedure
- liaise with staff members, headteacher, Chair of Governors, Clerk and LAs (if appropriate) to ensure the smooth running of the complaints procedure
- be aware of issues regarding:
 - o sharing third party information
 - o additional support. This may be needed by complainants when making a complaint including interpretation support or where the complainant is a child or young person
- keep records.

Clerk to the Governing Body

The Clerk is the contact point for the complainant and the committee and should:

- ensure that all people involved in the complaint procedure are aware of their legal rights and duties, including any under legislation relating to school complaints, education law, the Equality Act 2010, the Freedom of Information Act 2000, the Data Protection Act (DPA) 2018 and the General Data Protection Regulations (GDPR)
 - set the date, time and venue of the meeting, ensuring that the dates are convenient to all parties (if they are invited to attend) and that the venue and proceedings are accessible
 - collate any written material relevant to the complaint (for example; stage 1 paperwork, school and complainant submissions) and send it to the parties in advance of the meeting within an agreed timescale
 - record the proceedings
 - circulate the minutes of the meeting
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-
- notify all parties of the committee's decision.

Complaints Committee Chair

The complaints committee's chair, who is nominated in advance of the complaint meeting, should ensure that:

- both parties are asked (via the Clerk) to provide any additional information relating to the complaint by a specified date in advance of the meeting
- the meeting is conducted in an informal manner, is not adversarial, and that, if all parties are invited to attend, everyone is treated with respect and courtesy
- complainants who may not be used to speaking at such a meeting are put at ease. This is particularly important if the complainant is a child/young person
- the remit of the committee is explained to the complainant
- written material is seen by everyone in attendance, provided it does not breach confidentiality or any individual's rights to privacy under the DPA 2018 or GDPR.

If a new issue arises it would be useful to give everyone the opportunity to consider and comment upon it; this may require a short adjournment of the meeting

- both the complainant and the school are given the opportunity to make their case and seek clarity, either through written submissions ahead of the meeting or verbally in the meeting itself
- the issues are addressed
- key findings of fact are made
- the committee is open-minded and acts independently
- no member of the committee has an external interest in the outcome of the proceedings or any involvement in an earlier stage of the procedure
- the meeting is minuted
- they liaise with the Clerk

Committee Member

Committee members should be aware that:

- The meeting must be independent and impartial, and should be seen to be so
- No governor may sit on the committee if they have had a prior involvement in the complaint or in the circumstances surrounding it.
- The aim of the meeting should be to resolve the complaint and achieve reconciliation between the school and the complainant

Recognise that the complainant might not be satisfied with the outcome if the meeting does not find in their favor. It may only be possible to establish the facts and make recommendations.

- Many complainants will feel nervous and inhibited in a formal setting

Parents/carers often feel emotional when discussing an issue that affects their child.

- Extra care needs to be taken when the complainant is a child/young person and present during all or part of the meeting.

4 Duplicate complaints

After closing a complaint at the end of the complaints procedure, a duplicate complaint form may be received from:

- a spouse
- a partner
- a grandparent
- a child

If the complaint is about the same subject, Upham Primary School will need to consider if there are any new aspects to the complaint that you may not have previously considered. If there are Upham Primary School will ensure these are investigated and dealt with to the full extent of the complaints procedure. In the event that there are no new aspects the complainant will be referred to the outcome of the previous investigation in the way that supports the full support network of the child and parental responsibility.

5. Unreasonable Complaints

Upham School is committed to dealing with all complaints fairly, impartially and to providing a high quality service to those who complain. We will not normally limit the contact complainants have with the school and hope that complaints will be resolved within the standard process as outlined above.

Upham School defines unreasonable complaints as “those who, because of the frequency or nature of their contacts with the school, hinder our consideration of their or other people’s complaints”.

Operating from a position of mutual respect, we do not expect our staff to tolerate unacceptable behavior and will take action to protect staff from behaviors which are abusive, offensive or threatening.

Whenever possible, the Headteacher or Chair of Governors will discuss any concerns with the complainant informally before applying an 'unreasonable' marking.

In such exceptional circumstances, if the behavior continues the Headteacher or Chair of Governors will write to the complainant explaining that their behavior is unreasonable and asking them to change it. For complainants who excessively contact Upham School causing a significant level of disruption, we may specify methods of communication and limit the number of contacts in a communication plan. This will usually be reviewed after 6 months.

A complaint may be regarded as unreasonable when the person making the complaint:

- refuses to articulate their complaint or specify the grounds of a complaint or the outcomes sought by raising the complaint, despite offers of assistance
- refuses to co-operate with the complaints investigation process while still wishing their complaint to be resolved
- refuses to accept that certain issues are not within the scope of a complaints procedure
- insists on the complaint being dealt with in ways which are incompatible with the school's complaints procedure or with good practice
- introduces trivial or irrelevant information which the complainant expects to be taken into account and commented on, or raises large numbers of detailed but unimportant questions, and insists they are fully answered, often immediately and to their own timescales
- makes unjustified comments about staff who are trying to deal with the issues, and seeks to have them replaced
- changes the basis of the complaint as the investigation proceeds
- repeatedly makes the same complaint (despite previous investigations or responses concluding that the complaint is groundless or has been addressed)
- refuses to accept the findings of the investigation into a complaint where the school's complaint procedure has been fully and properly implemented and completed including referral to the Department for Education
- seeks an unrealistic outcome
- makes excessive demands on school time by frequent, lengthy, complicated and stressful contact with staff regarding the complaint in person, in writing, by email and by telephone while the complaint is being dealt with

A complaint may also be considered unreasonable if the person making the complaint does so either face-to-face, by telephone or in writing or electronically:

- maliciously
- aggressively
- using threats, intimidation or violence
- using abusive, offensive or discriminatory language (including swearing)
- knowing it to be false
- using falsified information
- publishing unacceptable information in a variety of media such as in social media

websites and newspapers

If a telephone call becomes aggressive or offensive the person taking the call will explain that they will end the call if the behavior persists and will record this incident.

Complainants should limit the numbers of communications with a school while a complaint is being progressed. It is not helpful if repeated correspondence is sent (either by letter, phone, email or text) as it could delay the outcome being reached.

In response to any serious incident of aggression or violence, the concerns and actions taken will be put in writing immediately and the police informed. This may include banning an individual from Upham School.

6. Governing body review and monitoring of complaints

The Headteacher will report annually to the Governing Body on the number of formal complaints and concerns received and the levels at which they have been resolved.

The Headteacher will also provide an annual thematic summary of trends and recurring concerns raised throughout the year. This report will highlight key areas of feedback, actions taken in response to complaints, and any emerging themes that may require further attention. The findings will be shared with the governing body to support continuous improvement and ensure transparency in addressing concerns. No details identifying the complainant or any member of staff will be published.

The Governing Body will review and evaluate all complaints no matter how far they are taken or what the outcome to ensure that similar problems are avoided in the future or to see if they could have been managed any more efficiently.

7. Staff Complaints

Staff who have a concern about a colleague or volunteer in school should refer to the **whistleblowing** policy which is available from the school office.

The procedure for dealing with any other staff complaint or employment grievance is set out in the school's **staff discipline, conduct and grievance** policies which are available from the school office.

8. Complaints Policy Review

The Governing Body of Upham School will review this policy every 2 years, or sooner if there are any legislative changes. The Governing Body of Upham School will also review this Procedure following a Complaint Panel meeting to ensure that it met the requirement to provide a clear, fair and efficient complaints procedure.

Date reviewed: May 2025
Date for next review: May 2027

**Appendix 1
Formal Complaints Form**

| | |
|--|-------------------|
| Name of complainant: | |
| Name of Child impacted and class name: Your relationship with child: | |
| Contact details: | Address: |
| | Telephone: |
| | Email: |
| Please give details of your complaint? : | |
| Have you discussed the matter already with a member of staff, if so, who? What was the outcome? | |

| | |
|--|--|
| <p>Are you sending any other information including attachments</p> | |
| <p>What would you like to happen as a result of your complaint?</p> | |
| <p>Signature:</p> | |
| <p>Date:</p> | |

For school use:

| | |
|--|--|
| <p>Date received:</p> | |
| <p>Date acknowledged and by whom:</p> | |

| | |
|---------------------------------|--|
| Summary of action taken: | |
|---------------------------------|--|