

# Brown Clee C.E. Primary School

## **CONCERN AND COMPLAINTS POLICY**



Most recently reviewed: **Autumn '25**

Approved by governor: **Gill Severn**

Future review date: **Autumn '26**

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## SUMMARY OF POLICY

### Responsible individuals:

Governing Body,  
Headteacher,  
Class Teachers.

### Relevant documentation used in the formation of this policy:

[Best Practice Guidance for School Complaints Procedure](#) (2020)

[Education Act](#) (2011)

### Policy developed to ensure that...

1. Parents and carers and staff are aware of the concerns and complaints procedure at Brown Clee.

### Implementation:

The school will...

- ...ensure that all relevant staff, governors, volunteers and visitors are aware of the following policy
- ...ensure that the policy is followed at all times
- ...ensure that any questions are raised with the headteacher if unsure about any aspects of the policy

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# Concerns or Complaints

At Brown Clee, our first and foremost aim is in the development of our children by providing an effective education. The partnership between school and home is essential in ensuring this. Our staff work very hard to build positive relationships with all parents and carers.

However, sometimes things may not be working so well. If this is the case, we want to resolve matters as quickly as we possibly can – as the interest of our children are paramount.

A concern and a complaint are not the same thing. Concerns will be common – and will hopefully rarely require escalation onto a complaint.

## Concern or Complaints Procedure

We feel it is in everyone's interest, particularly the child, that any concern (or potential complaint) is resolved at the earliest possible opportunity. Please speak to us if you have a concern so that any issues can be resolved informally. We take informal concerns seriously and will make every effort to resolve the matter as quickly as possible.

We aim to deal with any complaints...

- ...through dialogue and mutual understanding and respect at all times;
- ...in a fair, open and honest manner taking account of all relevant matters;
- ...and by keeping appropriate and careful records with strict confidentiality for those involved.

In turn, we expect parents or carers will...

- ...let the school know at an early stage if they have a concern;
- ...work with the school respectfully to find a resolution,
- and follow the procedure as outlined

As follows is complaints procedure as set out by the Governing Body – including the responsibility of the school and the parent or carer.

### Stage 1

- i. In the first instance, we would expect that you raise your concern with your child's class teacher (either in person or by class email – see appendix A). This will usually be shared with the headteacher – if the class teacher deems it necessary. You may choose to arrange a face-to-face meeting with your child's class teacher to clarify or resolve the concern – and you both may choose to continue ongoing communication if there is an issue that requires longer resolution. Almost all concerns can be resolved in this way.

### Stage 2

- i. If you feel that your concern has not been clarified or an issue has not been resolved or that you feel it requires escalating further, you should arrange a meeting with the headteacher to discuss this. During this meeting, the headteacher may choose to take confidential notes.

Every effort will be made to arrange a date for a meeting **within five working days of the request**.

- ii. Following this meeting, the headteacher may choose to investigate the matter to ascertain further details. The outcome of this will be shared with parents **within 10 working days of the meeting**.

**Please note:** Stages 1 and 2 must be attempted before escalating the complaint further. Governors will direct parents or carers to one of these stages should a concern or complaint be initially directed to them.

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### Stage 3

We would hope that an understanding may be reached with stages 1 or 2; however, after following this process, your concern can be raised to a complaint if you are not satisfied,...

- i. ...you should write a letter (detailing steps 1 and 2 that you have already taken) to the Chair of Governors (marked as confidential), via the school. This should be done **within five working days of the unagreed resolution from the headteacher**.
- ii. The Chair of Governors will look into the matter - including access to any confidential notes made by school staff. You will be informed of the outcome by letter. This will be **within eight working days of your letter being received by the Chair of Governors**.

### Stage 4

If you are still not satisfied,...

- i. You should write a letter (detailing steps 1, 2 and 3 that you have already taken), via the school, to the Governing Body's Complaints Committee. This should be done **within five working days of the unagreed resolution from the Chair of Governors**.
- ii. The Governing Body's Complaints Committee will acknowledge the letter as soon as all members have had access to it, explaining the process of convening the Complaints Committee.
- iii. The Complaints Committee will convene **within three weeks of receiving the complaint**. The parent or carer may also be invited to a meeting/hearing.
- iv. Following the hearing of the committee, the parent or carer will be informed, by letter, of their decision **within ten working days**.

Please note: each Governing Body committee has terms of reference for operating and are available from the school. For the Complaints Committee, this includes ensuring there is no conflict of interest with any member of the committee and that all records are kept confidential.

### Stage 5

If you are still not satisfied with this outcome, further information on complaints about schools can be found on the following [page](#) of their website.

### Stage 6

If you are still not satisfied with this outcome, a complaint can be raised with the DfE: [Complain to the DfE](#). Further information and evidence can be sent by post:

Ministerial and Public Communication Division  
Department for Education  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

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# Appendices

## Appendix A: Contact Details

<u>Class Details</u>		
	<b>Class Teacher(s)</b>	<b>Email Address</b>
<b>Fireflies:</b>	Nicky Fox (M-Th) / Jennie Lister (F)	fireflies@brownlee.shropshire.sch.uk
<b>Grasshoppers:</b>	Nicky Morris (M-Th) / Kerri-Ann Sherry (F)	grasshopper@brownlee.shropshire.sch.uk
<b>Dragonflies:</b>	Ally Heath	dragonflies@brownlee.shropshire.sch.uk
<b>Bees:</b>	Amy Norman / Danny Harley (F)	bees@brownlee.shropshire.sch.uk
<b>Scorpions</b>	Mandy Cains	scorpions@brownlee.shropshire.sch.uk

<u>Admin Details</u>		
	<b>Name</b>	<b>Email Address</b>
<b>Office Administrator:</b>	Mandy Lloyd	admin@brownlee.shropshire.sch.uk

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