



*Life in all its fullness at Compton C of E Primary School
Learning, Achieving and Flourishing Together.*

Concerns and Complaints Policy

Compton C of E Primary School

Written	June 2024
Approved by	The Governors
Reviewed	September 2026
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1. Introduction

At Compton, we value the views of our parents, carers and wider community, and we want to hear from you — whether that's a compliment, a suggestion, a concern, or a formal complaint. This policy explains what each of these means, and the steps we'll take together to sort things out.

We ask that any concerns about the school or its staff are raised with us directly, rather than through social media, so that we have a fair chance to understand and resolve the issue.

This policy is available in alternative formats on request — please contact the school office for details.

2. What we mean by...

- **Compliment** — telling us when we've done something well, so we can share the good practice with staff and pupils.
- **Comment** — a suggestion for how we could do something better.
- **Concern** — a worry about something important, where you'd like reassurance. Most concerns are sorted out quickly and informally.
- **Complaint** — a concern that hasn't been resolved to your satisfaction, and which you'd like us to look into formally.

Raising a concern or complaint will never affect the support we give you or your child.

Pupils are welcome to raise a concern or complaint themselves, in the same way as parents and carers — most often by speaking to their class teacher or another trusted adult in school.

3. What this policy doesn't cover

Some issues have their own separate procedure. If your query relates to one of the areas below, please contact the school office and we'll point you in the right direction:

- Admissions
- Statutory assessments of special educational needs (SEN)
- Safeguarding and child protection
- Suspension and permanent exclusion

- Whistleblowing
- Staff grievance or disciplinary matters
- Curriculum content or collective worship
- Services provided by other organisations using our premises — please contact them directly

If you'd rather remain anonymous, please be aware that this may limit how far we're able to investigate or respond. Where an anonymous complaint raises a possible safeguarding concern, we'll always act on it under our Child Protection and Safeguarding Policy.

4. Timescales

We ask that concerns and complaints are raised within three months of the incident (or the last incident, if it's part of a series). We may make exceptions where there's good reason for a delay.

Complaints relating to our fulfilment of the Early Years Foundation Stage (EYFS) requirements will be responded to within 28 calendar days. Parents and carers of children in our EYFS provision also have the right to raise a complaint about EYFS requirements directly with Ofsted, as well as with us.

If we can't meet a deadline set out in this policy, we'll agree a new one with you and explain the reason for the delay.

5. Step 1 — Raise an informal concern

Most concerns can be sorted out quickly and informally. Please raise your concern by speaking to or emailing your child's class teacher in the first instance.

If your concern isn't resolved, or you're not satisfied with the response, please speak to or email the relevant team lead.

You're welcome to bring a friend or family member with you to any meeting.

We'll acknowledge your concern within two school days and let you know how we plan to proceed. Following a meeting, we'll aim to give you a written response within ten school days.

If your concern still isn't resolved at this stage, you can make a formal complaint.

6. Step 2 — Make a formal complaint

You can make a formal complaint by letter or email (our preference, as it helps us keep an accurate record), by phone, in person, or through a third party acting on your behalf.

It helps us if you can include relevant dates, names, copies of any related correspondence, and what you feel would resolve things.

We'll acknowledge your complaint in writing within two school days. The headteacher (or a senior leader) will then meet with you to clarify the complaint and look into it — you're welcome to bring someone with you, though please let us know in advance who this will be.

You'll receive a written outcome within ten school days.

If it's decided that a staff disciplinary process is needed as a result of your complaint, the details of that process will stay confidential to the headteacher and/or the staff member's line manager. We'll let you know that action is being taken, but we won't be able to share further detail.

7. Step 3 — Ask for a review

If you remain unhappy once Step 2 is complete, you can ask for your complaint to be reviewed by a panel of three governors who have no prior involvement. Please contact the clerk to the governing board within ten school days of receiving your Step 2 outcome. You can do this by contacting the school office.

The clerk will aim to arrange the panel meeting within twenty school days. The meeting is held in private and kept as informal as possible; you and the headteacher will each have the chance to speak, and you're welcome to bring someone with you. We don't generally expect legal representation at this stage, as the meeting is intended to reach a resolution rather than a legal judgment.

The panel can:

- Uphold or dismiss the complaint, in whole or in part
- Decide on action to resolve the complaint
- Recommend changes to our systems or procedures

We'll write to confirm the panel's decision within ten school days of the meeting.

8. Complaints about the headteacher or governors

If your complaint is about the headteacher, please address it — marked private and confidential — to the chair of governors, via the school office. If it's about a governor or the whole governing board, please address it in the same way to the clerk to the governing board.

These complaints follow the same two steps described above, but will be handled by an impartial governor or, where the complaint concerns multiple governors, an independent investigator and panel.

9. If you're still unhappy

Complaints are almost always resolved within school, but if you remain dissatisfied once our procedure is complete, you can refer your complaint to the Department for Education (DfE). The DfE looks at whether we've followed our own procedures fairly - it won't usually re-investigate the substance of the complaint. You can find out more at www.gov.uk/complain-about-school.

10. If contact becomes difficult to manage

The vast majority of concerns and complaints are raised and resolved constructively, and we're committed to treating everyone fairly and taking every complaint seriously.

Occasionally, contact from a complainant becomes so frequent, repetitive or distressing for staff that it gets in the way of us - or other families - being properly supported. Where this happens, we'll always talk to you first and explain our concerns. If it continues, we may agree a different way of working together, such as a single named point of contact or an agreed limit on contact, and we'll always confirm this with you in writing, along with how to raise any objection.

Where contact involves threats, abuse or violence towards staff, we'll take immediate steps to protect our team, which may include contacting the police or restricting access to the school site. We'll write to explain the reason for any such decision.

11. Records and confidentiality

We keep a confidential record of complaints, including actions taken and the outcome, for as long as necessary in line with data protection law and our privacy notices. Records are only shared with those directly involved in investigating a complaint, or as required by law (for example, a Freedom of Information or subject access request, or an Ofsted inspection).

12. Monitoring and review

The governing board monitors complaints throughout the year and receives an annual report summarising the number of complaints received, the main themes, and their outcomes, so that we can identify any changes needed to our systems or procedures. This policy is reviewed every three years, or sooner if needed.

13. Related policies

- Child Protection and Safeguarding Policy
- Admissions Policy
- Suspension and Permanent Exclusion Policy
- Staff Grievance and Disciplinary Procedures
- Special Educational Needs Policy and Information Report
- Privacy

Step 1 - raise an informal concern

- Raise your concern by speaking to or emailing your child's class teacher
- If you are not satisfied with the response speak to or email the team lead.

Step 2 - make a formal complaint

- Speak to, email, phone or write a letter to the headteacher.

Step 3 - ask for a review

- If you remain unhappy after step 2, you can ask for your complaint to be reviewed by a panel of governors.