

# Crook Primary School

## Complaints Procedure

Date Procedure Adopted by Governing Body June  
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duplex format**

## 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 Crook Primary about any provision of facilities or services that we provide. Unless complaints are dealt with under separate statutory procedures (such as appeals relating to exclusions or admissions), we will use this complaints procedure.

## The difference between a concern and a complaint

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

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

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. Crook Primary School takes concerns seriously and will make every effort to resolve the matter as quickly as possible.

If you have difficulty discussing a concern with a particular member of staff, we will respect your views. In these cases, the Headteacher will refer you to another staff member. Similarly, if the member of staff directly involved feels unable to deal with a concern, the Headteacher will refer you to another staff member. The member of staff may be more senior but does not have to be. 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, Crook Primary School will attempt to resolve the issue internally, through the stages outlined within this complaints procedure.

## How to raise a concern or make a complaint

A concern or complaint can be made in person, in writing or by telephone. They may also be made by a third party acting on behalf of a complainant, as long as they have appropriate consent to do so.

Concerns should be raised with either the class teacher or Headteacher. If the issue remains unresolved, the next step is to make a formal complaint.

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.

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

Complaints that involve or are about the Headteacher should be addressed to the Chair of Governors, either via School and Governor Support Service, Children and Young People's Services, County Hall, Durham, DH1 5UJ, telephone 03000 262921

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Complaints about the Chair of Governors, any individual Governor or the whole Governing Body should be addressed to Advice and Clerking Lead, School and Governor Support Service, Children and Young People's Services, County Hall, Durham, DH1 5UJ, telephone 03000 262921.

For ease of use, a template complaint form is included at the end of this procedure. If you require help in completing the form, please contact the school office. You can also ask third party organisations like the Citizens Advice to help you.

In accordance with equality law, we will consider making reasonable adjustments if required, to enable complainants to access and complete this complaints procedure. For instance, providing information in alternative formats, assisting complainants in raising a formal complaint or holding meetings in accessible locations.

## **Anonymous complaints**

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

## **Time scales**

You must raise the complaint 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.

## **Complaints received outside of term time**

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

## **Scope of this Complaints Procedure**

This procedure covers all complaints about any provision of community facilities or services by Crook Primary School other than complaints that are dealt with under other statutory procedures,

including those listed below.

### Exceptions Who to contact

Children and Young People's Services, Durham, DH1 5UJ. Telephone 03000 265896. Email [schooladmissions@durham.gov.uk](mailto:schooladmissions@durham.gov.uk)

- Admissions to schools

Concerns about admissions should be raised with the School Places and Admissions Team, Children and Young People's Services, Durham County Council, County Hall, Durham DH1 5UJ. Telephone 03000 265896. Email [schooladmissions@durham.gov.uk](mailto:schooladmissions@durham.gov.uk)

- Exclusion of children from school\*

- Education, Health and Care (EHC) assessments and plans

Concerns about EHC assessments and plans should be raised with the SEND Casework Team, Children and Young People's Services, Durham County Council, County Hall, Durham, DH1 5UJ. Telephone 03000 265878.

Advice regarding your child's exclusion from this school should be sought from the Inclusion and Alternative Provision Co-ordinator, Children and Young People's Services, Durham County Council, County Hall, Durham, DH1 5UJ. Telephone 03000 265903. *\*complaints about the application of the Behaviour Policy can be made through the school's complaints procedure.*

- Matters likely to require a Child Protection Investigation

Complaints about child protection matters are handled under our child protection and safeguarding policy and in accordance with relevant statutory guidance.

Further information about exclusions can be found at: [www.durham.gov.uk/exclusions/exclusions](http://www.durham.gov.uk/exclusions/exclusions).

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If you have concerns that there is a potential risk of harm to a child or children such as a risk presented by a family member or person not in a formal position of trust, you may wish to contact First Contact on telephone 03000 267979 or email [scd@durham.gov.uk](mailto:scd@durham.gov.uk) If you have concerns regarding allegations of harm or possible harm caused by a person in a position of trust, you may wish to contact the Local Authority Designated Officer (LADO) who has local responsibility for safeguarding. Contact Sharon Lewis, LADO, Children and Young People's Services, County Hall, Durham, DH1 5UJ. Telephone 03000 268835 or 07557081908. Email [Sharon.lewis@durham.gov.uk](mailto:Sharon.lewis@durham.gov.uk) If you have concerns that a child or children may be suffering or at risk of harm, but your concerns do not fit into either of the above categories, you should contact the Pupil Placement and Education Safeguarding Manager. Contact Ian Shanks, Pupil Placement and Education Safeguarding Manager, [www.education.gov.uk/contactus](http://www.education.gov.uk/contactus)

We have an internal whistleblowing policy for employees, including teachers, and other staff.

Volunteer staff grievances about our school should be dealt with under the school's internal disciplinary procedures. Complaints about staff will be dealt with under the school's internal disciplinary procedures. You should contact the LA or the Department for Education (see link above), depending on the substance of your complaint.

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Complaints about staff will be dealt with under the school's internal disciplinary procedures, if appropriate. Contact the Headteacher or Chair of Governors (if the complaint involves or is about the Headteacher).

- Staff conduct

Complainants will not be informed of any disciplinary action taken against a staff member as a result of a complaint. The complainant will be notified that the matter is being addressed.

- Complaints about services provided by other providers who may use school premises or facilities

Providers should have their own complaints procedure to deal with complaints about service. Please contact the provider.

- Matters which are the responsibility of the Local Authority

Concerns should be raised with the Feedback Team, Durham County Council, County Hall, Durham DH1 5UJ. Telephone 03000 269007.

- Matters in relation to the Children and Young People's Service

Concerns should be raised with the Complaints Officer, Children and Young People's Service, Durham County Council, County Hall, Durham, DH1 5UJ. Telephone 03000 265762. Email [CYPSComplaints@durham.gov.uk](mailto:CYPSComplaints@durham.gov.uk)

- National Curriculum - content Please contact the Department for Education at:

[www.education.gov.uk/contactus](http://www.education.gov.uk/contactus)

If other bodies are investigating aspects of the complaint, for example the Police, Local Authority (LA) Safeguarding 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 Crook Primary School in relation to their complaint, we will continue to suspend the complaints procedure in relation to their complaint until those legal proceedings have concluded.

## Resolving complaints

At each stage in the procedure, Crook Primary School wants to resolve the complaint. If appropriate, we will accept that the complaint is upheld in whole or in part. In addition, we may offer one or more of the following:

- an explanation
- an admission that the situation could have been handled differently or better
- an assurance that we will try to ensure the event complained of will not recur
- an explanation of the steps that have been or will be taken to help ensure that it will not happen again and an indication of the timescales within which any changes will be made
- an undertaking to review school policies in light of the complaint
- an apology.

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## Withdrawal of a Complaint

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

## Stage 1

Formal complaints must be made to the Headteacher (unless they are about the Headteacher), via the school office (done in person, in writing (preferably on the Complaint Form), or by telephone.

The Headteacher will record the date the complaint is received and will acknowledge receipt of the complaint in writing (letter or email) within 2 school days.

Within this response, the Headteacher will seek to clarify the nature of the complaint, ask what remains unresolved and what outcome the complainant would like to see. The Headteacher can consider whether a face to face meeting is the most appropriate way of doing this.

*Note: The Headteacher may delegate the investigation to another member of the school's Senior Leadership Team if a decision to be taken.*

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 by a support person.
- keep a written record of any meetings/interviews in relation to their investigation.

At the conclusion of their investigation, the Headteacher will provide a formal written response within 15 school days of receipt of the complaint.

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

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

The Headteacher will advise the complainant of how to escalate their complaint should they remain dissatisfied with the response at Stage 1.

If the complaint is about the Headteacher, or a member of the Governing Body (including the Chair or Vice-Chair), a Governor will be appointed to complete all the actions at Stage 1.

Complaints about the Headteacher must be made to the Chair of Governors either via School and Governor Support Service, Children and Young People's Services, County Hall, Durham, DH1 5UJ, telephone 03000 262921 or <Chairs Office email address>.

Complaints about a member of the Governing Body must be made to the School and Governor Support Service, Children and Young People's Services, County Hall, Durham, DH1 5UJ, telephone 03000 262921.

If the complaint is:

- jointly about the Chair and Vice Chair or

- the entire Governing Body or

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- the majority of the Governing Body

Stage 1 will be considered by an independent Investigator appointed by the Governing Body or at the conclusion of investigation, the independent Investigator will provide a formal written response.

## Stage 2

If the complainant is dissatisfied with the outcome at Stage 1 and wishes to take the matter further, they can escalate to Stage 2 – a meeting with members of the Governing Body’s Complaints Committee. This is the final stage of the procedure.

A request to escalate to Stage 2 must be made to the Clerk to the Governing Body via School and Governor Support Children and Young People’s Services, County Hall, Durham, DH1 5UJ, within 10 school days of receipt of the Stage 1 response.

The Clerk will record the date the complaint is received and acknowledge receipt of the complaint in writing (either by email or letter) within 2 school days.

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

The Clerk will write to the complainant to inform them of the date of the meeting. They will aim to convene a meeting within 10 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 and will then proceed in the complainant’s absence on the basis of written submissions from both parties.

The Complaints Committee will consist of at least three Governors with no prior involvement or knowledge of the complaint. If there are fewer than three Governors from Crook Primary School available, the Clerk will source any additional, independent members through another local school or through the School and Governor Support Team, in order to make up the committee. An entirely independent committee may be convened to hear the complaint at Stage 2.

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 friend. Generally, we do not encourage either party to bring legal representatives to the committee meeting. However, on 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 legal representation.

*Note: Complaints about staff conduct will not generally be handled under this complaints procedure. Complainants should be aware that any staff conduct complaints will be considered under staff disciplinary procedures, if appropriate, but outcome may vary.*

*shared with them.*

Representatives from the media are not permitted to attend.

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At least 7 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's 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 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 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 require it. Prior knowledge and consent of all parties attending must be obtained before meetings or conversations take place. Consent will be recorded in the minutes of the meeting.

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 Chair of the Committee will provide the complainant and Crook Primary School with a full explanation of their decision and the reason(s) for it, in writing, within 5 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 Crook 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 and the reason(s) for it. Where appropriate, it will include details of actions Crook 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.

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## Next Steps

If the complainant believes the school did not handle their complaint in accordance with the published complaints procedure, or that 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 Crook Primary School. They will consider whether Crook Primary School has adhered to education legislation and school policies connected with the complaint.

The complainant can refer their complaint to the Department for Education online at: [www.education.gov.uk/contactus](http://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.

## Serial and unreasonable complaints

Crook Primary School is committed to dealing with all complaints fairly and impartially, and to providing a high quality service to those who complain. We will not normally limit the contact complainants have with our school however, we do not expect to tolerate unacceptable behaviour and will take action to protect staff from that behaviour, including that which is abusive, offensive or threatening.

Crook Primary School defines unreasonable behaviour as that which hinders our consideration of complaints through the frequency or nature of the complainant's contact with the school, such as, if the complainant:

- 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
- refuses to accept that certain issues are not within the scope of the complaints procedure
- insists on the complaint being dealt with in ways which are incompatible with the complaints procedure or with the school's policies
- introduces trivial or irrelevant information which they expect to be taken into account and commented on

- raises large numbers of detailed but unimportant questions, and insists they are fully answered, often immediately to their own timescales
- makes unjustified complaints 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

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concluding that the complaint is groundless or has been addressed)

- refuses to accept the findings of the investigation into that complaint where the school's complaint procedure has been followed 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 and complicated contact with staff regarding the person, in writing, by email and by telephone while the complaint is being dealt with
- uses threats to intimidate
- uses abusive, offensive or discriminatory language or violence
- knowingly provides falsified information
- publishes unacceptable information on social media or other public forums.

Complainants should try to limit their communication with the school that relates to their complaint, while the complaint progresses. It is not helpful if repeated correspondence is sent (either by letter, phone, email or text), as it could delay the complaint from being reached.

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

If the behaviour continues, the Headteacher will write to the complainant explaining that their behaviour is unreasonable and ask them to change it. For complainants who excessively contact Crook Primary School causing a significant level of disruption, the school may specify methods of communication and limit the number of contacts in a communication plan. This will be reviewed every 6 months.

In response to any serious incident of aggression or violence, we will immediately inform the Police and communicate this in writing. This may include barring an individual from Crook Primary School.

## Complaint Form

Please complete and return to the Headteacher / Clerk to the Governing Body (as appropriate) who will acknowledge and explain what action will be taken.

**Your name:**

**Pupil's name (if relevant):**

**Your relationship to the pupil (if relevant):**

**Address:**

**Postcode:**

**Day time telephone number:**

**Evening telephone number:**

**Email address:**

**Please give details of your complaint, including whether you have spoken to anybody at the school about**

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

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

**Signature:**

**Date:**

**Official use**

**Date acknowledgement sent:**

**By who:**

**Complaint referred to:**

**Date:**

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## **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**

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:
  - sensitive and thorough interviewing of the complainant to establish what has happened and who has been involved
  - interviewing staff and children/young people and other people relevant to the complaint
  - consideration of records and other relevant information
  - analysing information
- liaising with the complainant and the complaints co-ordinator as appropriate to clarify what the complainant feels 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 or complaints committee that sets out the facts, identifies 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.

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## **Complaints Co-ordinator** (this could be the Headteacher)

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 complaints procedure
- be aware of issues regarding:
  - sharing third party information
  - 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 a range of 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 responses) and send it to the parties in advance of the meeting within an agreed timescale

- record the proceedings
- circulate the minutes of the meeting
- notify all parties of the committee's decision.

## Committee Chair

The 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 specific advance of the meeting
- the meeting is conducted in an informal manner, is not adversarial, and that, if all parties are invited to attend, are 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 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

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- both the complainant and the school are given the opportunity to make their case and seek clarity, either through 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 any stage of the procedure
- the meeting is minuted
- they liaise with the Clerk (and complaints co-ordinator, if the school has one).

## 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

We recognise that the complainant might not be satisfied with the outcome if the meeting does not find in their favour. 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

Careful consideration of the atmosphere and proceedings should ensure that the child/young person does not feel intimidated.

The committee should respect the views of the child/young person and give them equal consideration to those of the school.

If the child/young person is the complainant, the committee should ask in advance if any support is needed to present their complaint. Where the child/young person's parent is the complainant, the committee should give the parent an opportunity to say which parts of the meeting, if any, the child/young person needs to attend.

However, the parent should be advised that agreement might not always be possible if the parent wishes the child/young person to attend a part of the meeting that the committee considers is not in the child/young person's best interests.

- the welfare of the child/young person is paramount.