

BOURN CHURCH OF ENGLAND PRIMARY ACADEMY

COMPLAINTS POLICY AND PROCEDURE



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1. Introduction

- 1.1. The Governing Body is required by law (section 29 of the Education Act 2002) to establish procedures and publish those procedures for dealing with complaints relating to the School, or to the provision of facilities or services (unless the issue is covered by other legislation – see APPENDIX 3). The Local Authority has no statutory authority to investigate Bourn Primary Academy complaints and complaints must be directed to the School.

2. The Difference Between a Concern and a Complaint

- 2.1. A concern may be treated as an expression of worry or doubt over an issue considered to be important, for which reassurances are sought.
- 2.2. The Governing Body uses the Local Government Ombudsman definition of what constitutes a complaint, which is:
'An expression of dissatisfaction about a service that requires a response.'
- 2.3. It is in everyone's interest that complaints are resolved at the earliest possible stage.
- 2.4. Many issues can be resolved informally, without the need to follow formal procedures. The School has procedures in place to take informal concerns seriously and to make every effort to resolve the matter as quickly as possible.
- 2.5. There will be occasions, however, when complainants want to raise their concerns formally. In those cases the formal Complaints Procedure will be followed as described in this document.

3. Who Can Make a Complaint?

- 3.1. Any person who has a legitimate interest in Bourn Primary Academy may make a complaint. This will include pupils on roll at the School irrespective of their age, although normally a complaint from a pupil would come through a parent. People having legitimate interest in the School includes members of the public.

- 3.2. Unless complaints are dealt with under separate statutory procedures as shown in APPENDIX 3, the School will use this Complaints Procedure (from Section 8).
- 3.3. Where a person is not able to make a complaint themselves, a friend or other family member may do so on their behalf, but that person does not become the complainant. The Governing Body will not accept complaints from legal representatives.
- 3.4. In accordance with administrative law principles, complainants will be given the opportunity to complete the Complaints Procedure in full, unless the School possesses clear evidence that the complainant meets the serial and unreasonable complaints criteria as set out in the Managing Serial and Unreasonable Complaints Policy.
- 3.5. If that is the case and the complainant contacts the School again on the same issue as has already been dealt with through the Complaints Policy and Procedure, the correspondence may then be viewed as 'serial' or 'unreasonable' and the School may choose not to respond.
- 3.6. **The School will not mark a complainant as 'serial' before the complainant has completed the Complaints Procedure once. See APPENDIX 2 for more information.**
- 3.7. Anonymous complaints will not normally be investigated. However, the Head Teacher, or Chair of Governors if appropriate, will determine whether the complaint warrants an investigation.
- 3.8. The Governing Body will ensure that any third-party providers have their own Complaints Procedures in place if they are using school premises to offer services.

4. Purposes of the Complaints Procedure

- 4.1. The purpose of the School's Complaints Procedure is to provide a comprehensive, open, transparent, fair and timely vehicle through which:
 - something that may have gone wrong can be identified, acknowledged and, where necessary, put right;
 - an apology may be made where appropriate;
 - the School and its Senior Leadership Team can, where appropriate, learn from the process, making it less likely that a similar complaint will be brought in the future.
- 4.2. A written record will be kept of all complaints along with details of how they were resolved following a formal investigation or progression to a Governors' Review Panel hearing.

5. Publicising the Complaints Policy and Procedure

- 5.1. The School will publicise the Complaints Policy and Procedure by:
 - including the Complaints Policy and Procedure, and Complaint Forms, on the School's website where it is easily accessible;
 - having copies of the Complaints Procedure and the Complaint Forms available from the School Office. These will be easily accessible without a potential complainant being asked the reason why they are being requested.

6. Timescales for Complaints

- 6.1. The School will aim to consider complaints as quickly and as efficiently as possible and any deviation from the published procedure will be recorded and communicated to the complainant.
- 6.2. The Governing Body has accepted the view of the Department for Education (DfE) that a complainant should normally be expected to lodge their complaint **within 90 (ninety) calendar days of the event being complained about**. The 90 calendar day limit has been established because investigation is more difficult after a period of time; memories may not be as clear as they would have been earlier, records may not be as readily available and witnesses may no longer be employed at the School. A delay in making a complaint may also disadvantage any person who is the subject of it, making it more challenging for them to defend themselves for the same reasons.
- 6.3. In exceptional circumstances, the Chair of Governors, acting on behalf of the Governing Body, will consider complaints submitted outside this timeframe. In such instances the complainant will need to offer an explanation as to why there has been a delay in making a complaint. Any decision made in this respect will aim to be lawful, rational, reasonable, fair and proportionate. It is for the School to decide what exceptional circumstances are.
- 6.4. Where a number of complaints are made in one letter of complaint, some of which lie outside the timeframe, the Chair of Governors will determine which complaints can be considered, taking account of their relevance to the substantive complaint or complaints made within the timescale.
- 6.5. If the complaint is received outside term time, the timings for managing the complaint will start on the first school day after the holiday period.
- 6.6. Where it is clear that published timescales cannot be met, new time limits will be set and the complainant will be sent details of the new deadline and an explanation for the delay.
- 6.7. If other bodies are investigating aspects of the complaint, for example the police or Local Authority safeguarding teams or tribunals, there may be an impact on the School's ability to adhere to timescales, or the School's Complaints Procedure may have to be suspended until those investigations are complete.
- 6.8. If a complainant commences legal action in relation to their complaint, the Complaints Procedure may have to be suspended until those proceedings have concluded.
- 6.9. Timescales for the School's Complaints Process are confirmed and summarised in APPENDIX 1.

7. Review of this Policy

- 7.1. This policy will be reviewed by the HR/Admin & Communications Committee, usually every two years.
- 7.2. A review might be required earlier in the following circumstances:
 - to take account of any changes to legislation or to reflect new local authority or government guidance;
 - in the light of any recommendations from the Chair of Governors or a Review Panel arising from consideration of a complaint.

The Complaints Procedure

8. Preliminary Stage – Dealing with Concerns Informally for Parents/Carers

- 8.1. Before the formal processes are invoked, every effort should be made to resolve matters informally. This is in line with Department for Education guidance.
- 8.2. The Governing Body will make the Complaints Policy easily accessible to parents both on the School website and from the School Office, so they can be aware of how they can raise a concern through the policy.
- 8.3. An informal concern can be raised in person, in writing or by telephone. The School will aim to acknowledge an informal concern or complaint within **2 (two) school days** and will aim to resolve the informal concern or complaint within **10 (ten) school days**, whenever possible.
- 8.4. Some issues are likely to be best resolved through discussion with the class teacher, below the level of the Senior Leadership Team. In some cases, though, a person may feel the need to escalate the matter to someone in the Senior Leadership Team or to the Head Teacher.
- 8.5. Initially school staff below the level of Head Teacher will seek to resolve matters through the provision of information and clarification. Where it is clear that there is a significant level of challenge, staff will refer the matter to the Head Teacher as a cause for concern. The Head Teacher will then seek to resolve the matter through discussion with those expressing concerns.
- 8.6. Whether attempts to resolve concerns at an informal stage are by telephone conversation or through meetings, school staff will take a note of any agreed action points and will summarise these at the end of the conversation. The agreed action points will be circulated promptly to those involved in the discussion if that was agreed at the meeting.
- 8.7. **The formal Complaints Procedure will not normally be accessed unless the Head Teacher has first been given the opportunity to discuss the matter with the complainant either by telephone or, preferably, in person.**
- 8.8. Where the Head Teacher is unable to resolve matters through discussion, the parent/carer will be asked if they wish to make a formal complaint to the Head Teacher.
- 8.9. This complaint should be made in writing using the formal Complaint Form in APPENDIX 7 at the end of this document and available on the School website or from the School Office.

9. Part 1 – Making a Formal Complaint to the Head Teacher

9.1. The Procedure

- 9.1.1. The procedure for making a formal complaint requires a complainant to complete, and to submit, a Complaint Form (see APPENDIX 7) and to do so within **90 (ninety) calendar days** of the issue occurring about which they are complaining. If the complaint is received outside term time, the timings for managing the complaint will start on the first school day after the holiday period.

- 9.1.2. The Head Teacher will record the date the complaint is received and acknowledge receipt of the Complaint Form in writing within **3 (three) school days** and investigate the matter so that the complainant receives a formal written response within **10 (ten) school days**.
- 9.1.3. The complainant should not share the complaint with any governors. A detailed knowledge of the complaint will preclude governors from serving on the Governors' Review Panel (in Part 3 of this procedure, Section 11) if the complaint is not resolved by the Head Teacher or by the Chair of Governors (in Part 2 of this procedure, Section 10). Governors receiving a complaint in this way should immediately refer it back to the Head Teacher without considering the content.
- 9.1.4. On occasion, the complaint may be too complex to investigate within the given timescale and in these circumstances the Head Teacher will write to the complainant explaining why it is not possible to work within the timescales laid down and to advise when a response will be issued.
- 9.1.5. The Head Teacher may delegate the investigation of the complaint to a member of the Senior Leadership Team (who is then the Investigator, see APPENDIX 6), but the Head Teacher will not delegate the decision to be taken. Upon delegation, the Head Teacher will be the Complaint Co-ordinator (see APPENDIX 6).
- 9.1.6. If the complaint is against the Head Teacher, the Complaint Form should be sent directly to the Chair of Governors, via the School Office. The procedures set out in Part 2 of this process (see Section 10) will then apply.

9.2. **Expected Outcomes**

- 9.2.1. The actions that the School may take to put matters right may involve one or more of the following:
- a review of policy or procedure;
 - changes to routines;
 - action to remedy a health and safety concern;
 - restorative work involving a pupil and a member of staff;
 - risk assessment to determine the likelihood of similar problems recurring;
 - an apology or admission that the situation could have been handled differently or better;
 - action towards a member of staff (on the occasions that this is of a disciplinary nature, no further information will be shared, as this is a matter of employment contract law for employees and a straightforward matter of privacy for volunteers);
 - a decision that no action is necessary or justified with a full explanation.
- 9.2.2. The Governing Body will not normally award financial compensation unless required to do so by virtue of legislation.

9.3. **The Complaint Form**

- 9.3.1. A complainant who has first discussed the issue informally with the Head Teacher or with a member of the Senior Leadership Team (see Paragraph 8.4) may make a formal complaint and to do so they must use the Complaint Form (APPENDIX 7). The

complainant is asked to be brief and clear about the issue and to state what would, for them, provide a reasonable and acceptable resolution to the complaint.

9.3.2. Unless there are exceptional circumstances, the Complaint Form should be submitted **within 90 (ninety) calendar days** of the issue causing complaint.

9.4. **Arranging Help for the Complainant to Articulate Concerns and Understand Procedure**

9.4.1. The Governing Body is aware of its obligations under the Equality Act 2010 and understands that a complainant may have communication preferences due to disability, learning difficulties or difficulties using English. In such circumstances the complainant will be appropriately supported to make their complaint or alternative arrangements will be made and alternative methods of contact will be accepted.

9.4.2. If a complainant wishes to seek help in explaining the issue and/or with completing the Complaint Form, then support may be available from one of the following sources.

- **From School Staff:-** The Governing Body accepts that a member of the school staff may provide support unless the Head Teacher agrees that there is good reason why they should not do so. This support does not extend to support with the basis of the complaint per se, rather it is restricted to advice on how best to present the information.
- **From External Sources:-** A complainant may, if they wish, seek support from any person who is not a member of staff, including legal support or from statutory and charitable organisations. A complainant may nominate a person to issue, and to receive, correspondence on their behalf. The School will request consent from the complainant before disclosing information to a third party.

9.4.3. Whilst the School acknowledges that, on rare occasions, parents may wish to contact solicitors, the School will not accept a complaint from a legal representative. The School will not use legal representation within the complaint resolution process, nor will the parents' legal representative be permitted to attend relevant meetings.

9.4.4. If the complainant contacts the Local Authority, they will be directed to the School's Complaints Policy and Procedure on the School's website. The Local Authority has no statutory powers of intervention in school complaints.

10. Part 2 – Referring a Formal Complaint to the Chair of Governors

10.1. Where the complainant considers that the Head Teacher's formal written response from Part 1 of this procedure (Section 9) does not resolve the complaint, the complainant may ask the Chair of Governors to reconsider the Head Teacher's response. This request must be made within **10 (ten) school days** of the Head Teacher's response being issued to the complainant.

10.2. If the complaint is about the Head Teacher, then the Complaint Form (APPENDIX 7) will be submitted directly to the Chair of Governors. Unless the complaint is about the Head Teacher, the Chair of Governors will not consider a complaint before the Head Teacher has had the opportunity to seek to resolve the matter first (see Part 1 of this procedure, Section 9).

- 10.3. If the complaint is about the Chair of Governors, the entire Governing Body or an individual Governor, then the Complaint Form should be sent to the Clerk to the Governing Body (see paragraph 10.7).
- 10.4. **The Procedure**
- 10.4.1. If emailing the complaint, the complainant should only use the official email address for the Chair of Governors, available from the School Office and from the top of this policy, and not use their personal email address. In the subject field of the email, the complainant should write, 'FORMAL COMPLAINT'. If delivering or posting a letter, the complainant must address it to the Chair of Governors at the school address and should write 'FORMAL COMPLAINT' on the envelope. This will ensure that the complaint is dealt with promptly and will enable the School to comply with the timescales set out in the policy.
- 10.4.2. The complainant should not share the complaint with other governors. A detailed knowledge of the complaint will preclude governors from serving on the Governors' Review Panel (in Part 3 of this procedure, Section 11) if the complaint is not resolved by the Chair. Governors receiving a complaint in this way should immediately refer it back to the Chair without considering the content.
- 10.4.3. The Chair of Governors will acknowledge the Complaint Form in writing within **3 (three) school days** of receiving it personally and investigate the matter so that the complainant receives a response within **10 (ten) school days**.
- 10.4.4. On rare occasions, the complaint may be too complex to investigate within this timescale and in these circumstances the Chair will write to the complainant explaining why it is not possible to work within the timescales laid down and to advise when a response will be issued.
- 10.4.5. The Chair may delegate the investigation, or part of it, to another governor, who would then be the Investigator (see APPENDIX 6). The Chair will delegate the co-ordination of the complaint to the Clerk to the Governors (see Paragraph 10.6). The Chair will not delegate the decision.
- 10.4.6. As part of the investigation, the Chair will make early contact with the complainant and either propose a meeting or a substantial telephone call to consider the issues raised. If telephoning, the Chair should determine whether it is necessary to withhold any number that is not the School's telephone number. The Chair may request that another person is present to take notes of the meeting.
- 10.4.7. The focus of this conversation should be to:
- consider any gaps on the Complaint Form;
 - consider any aspects of the complaint where additional clarification is required;
 - consider the extent to which any evidence is available that has not been mentioned on the Complaint Form;
 - establish the complainant's view as to witnesses who might need to be interviewed;
 - establish what would provide an acceptable resolution to the complaint for the complainant;

- establish whether there is any pressing reason for the matter to be investigated more quickly than the published timescale allows for;
- discuss with the complainant whether there is anything that might help resolve matters outside the Complaints Procedure, for example, alternative dispute resolution methods.

10.4.8. Complainants must not covertly record any conversations about complaints and they must make sure they obtain informed consent from all parties present before recording conversations or meetings.

10.4.9. The key elements of the Chair's investigation are likely to include:

- achievement of a shared understanding with the complainant of the nature of the complaint and of what it is that remains unresolved after Part 1 of the procedure;
- establishing what has happened and who was involved;
- interviews and/or written statements from those adults and children whose information and views, in the opinion of the Chair of Governors, need to be taken into account; although the final decision of whom to interview rests with the Chair, it is expected that the voice of affected children will be appropriately heard and be given sufficient weight;
- sensitivity and thoroughness when conducting interviews;
- a detailed report that will provide a clear record that will be helpful for any subsequent review;
- a clear analysis of the information and conclusions reached;
- an authoritative outcome that is based on the evidence and does not merely state acceptance of evidence;
- recommendations to resolve the complaint.

10.4.10. The conclusions and the reasons for decision-making should be communicated in writing, in an Outcome Report, to the complainant and any relevant person complained about.

10.5. **Expected Outcomes**

10.5.1. The Chair will report in writing (the Outcome Report) on the extent to which s/he considers the complaint is fully, or in part:

- **Substantiated** - i.e. where there is sufficient evidence to uphold the complaint;
- **Malicious** – i.e. where it is proved that the complainant has no case and where, also, there is evidence that the complainant deliberately tried to deceive the School, made the complaint as part of a deliberate attempt to cause distress or otherwise acted with malice;
- **False** – i.e. where there is sufficient evidence to prove that there was not legitimate basis to the complaint, or
- **Unsubstantiated** – i.e. where there is insufficient evidence to reach a conclusion.

10.5.2. There are two possible outcomes from a complaint. These are:

- actions to be taken by the School to put matters right, which might include one or more of the following:

- a review of policy or procedure;
- changes to routines;
- action to remedy a health and safety concern;
- restorative work involving a pupil and a member of staff;
- risk assessment to determine the likelihood of similar problems recurring;
- an apology;
- action towards a member of staff (on the rare occasions that this is of a disciplinary nature, no further information can be shared as this is a matter of employment contract law for employees and a straightforward matter of privacy for volunteers);
- a decision with a full explanation, that no action is necessary or justified.

10.5.3. The Governing Body will not normally award financial compensation unless required to do so by virtue of legislation.

10.5.4. The Head Teacher will ensure that correspondence statements and records relating to individual complaints are stored confidentially.

10.5.5. Complaint documentation does not form part of the child's educational record.

10.5.6. The Outcome Report response from the Chair of Governors represents the conclusion of the Chair's consideration of the complaint. Neither the Chair nor any member of staff should respond to the complainant about the complaint after this point. The Clerk should thereafter handle all correspondence. The complainant will be advised in the Outcome Report that the matter is closed except for the possibility of a review by a Governors' Review Panel (see Part 3, Section 11).

10.6. **Role of the Clerk to the Governors as Complaint Co-ordinator**

10.6.1. The Chair of Governors will appoint the Clerk to the Governing Body to:

- act in a 'progress chasing' role to track the complaint and to ensure that timescales set out within the policy are being adhered to wherever possible;
- ensure that the complainant is kept up to date, including where timescales have not been met and the reasons why;
- receive any concerns that the complainant might have and advise the Governing Body about the operation of the process;
- inform the Governing Body of any shortcomings in the delivery of its Complaints Procedure, both during the process and subsequently;
- arrange for the outcome of the investigation to be communicated to all parties (the complainant and, where relevant, the person complained about) **so they receive it at the same time**, in the form of an email or letter from the Chair of Governors;
- ensure that a written record of the complaint is kept, along with details on whether it is resolved following the formal procedure or whether it progresses to a panel hearing.

10.7. Complaints about Governors

- 10.7.1. If the complaint is against the Chair of Governors or an individual governor, the complaint should be addressed to the Clerk to the Governing Body (contact details from the School Office and at the top of this policy), who will arrange for the complaint to be investigated by the Vice Chair or another member of the Governing Body, and then a panel of members of the Governing Body if it progresses to the next stage (Part 3 of this procedure, Section 11).
- 10.7.2. If the complaint is against the entire Governing Body or is a complaint involving both the Chair of Governors and the Vice Chair, it should be sent to the Clerk, who will determine the most appropriate course of action. This will depend on the nature of the complaint and may involve sourcing an independent Investigator to complete the investigation and co-opted governors from other schools to hear any complaint that may progress to the next stage, the Governors' Review Panel in Part 3.

11. Part 3 – Referring a Formal Complaint to a Governors' Review Panel

11.1. The Procedure

- 11.1.1. Where the complainant considers that the Chair of Governors' written Outcome Report response does not resolve the complaint, the complainant may ask the Clerk to convene a Panel of Governors who have had no prior involvement with the complaint (or the issues which led to the complaint) to **review the Chair's response**.
- 11.1.2. The complainant must complete, and submit to the Clerk, a Complaint Review Request Form (see APPENDIX 8). This should be done within **10 (ten) school days** of the date of issue of the Outcome Report response giving the decision on the complaint at the end of Part 2 of this procedure. The Complaint Review Request Form is structured in a way that helps ensure that the reasons for requesting a review can be readily understood, and that contact information is recorded and available to those who might need it.
- 11.1.3. If emailing, the complainant should take care to ensure that s/he has the official email address for the Clerk, which is shown at the top of this policy and is also available from the School Office. In the subject field of the email, the complainant should write, 'COMPLAINT REVIEW REQUEST'. If delivering or posting a letter, the complainant must address it to the Clerk at the school address and write 'COMPLAINT REVIEW REQUEST' on the envelope. The Clerk should record the date the request for review is received and acknowledge the request for review within **3 (three) school days**.
- 11.1.4. If the complainant requires assistance in articulating the need for a review, then support may be provided by those identified as able to offer help in Part 2 of this procedure (see Paragraph 9.4.2). Again, it is not for those supporting the complainant to comment on the merits or otherwise of review, but rather to help the complainant articulate their position to the Governors' Review Panel through the Complaint Review Request Form (APPENDIX 8).
- 11.1.5. The Clerk to the Governors will act as the Complaints Co-ordinator (see APPENDIX 6).
- 11.1.6. The Governors' Review Panel will not consider requests for review outside the **10 (ten) school days** timeframe (see 11.1.2) unless there are exceptional circumstances. These might include:

- the reasons for a review not being known to the complainant within **10 (ten) school days**;
- the complainant needing to delay making their request for review because they needed the time to collect evidence that could not have been gathered during the **10 (ten) school days** after the date of issue of the Chair's Outcome Report (at the end of Part 2 of this procedure);
- the complainant not having been able to request a review within **10 (ten) school days** because of being abroad or being incapacitated.

11.1.7. The review will be based on the information supplied in the Complaint Review Request Form, and will usually consider the following:

- the complainant's view that not all aspects of the complaint have been addressed;
- the complainant's view that not all available evidence has been considered;
- the complainant's view that not all relevant witnesses have been interviewed;
- the complainant's view that the decision has not been adequately justified in the Chair's Outcome Report;
- the complainant's view that the decision has not been adequately explained.

11.1.8. The Governors' Review Panel will not review any new complaints at this stage. New complaints must be dealt with from the Informal Stage (Section 8) if applicable, or Part 1 (Section 9) of the Complaints Procedure.

11.1.9. The review cannot be used to consider cases where the complaint was not dealt with in accordance with published timescales. That would require a fresh complaint to be made.

11.1.10. The Governors' Review Panel can consider the review on the basis of written representations only, but the complainant must be able to attend the hearing if they so wish. In the event of such a face-to-face hearing, a suggested agenda for the review meeting is set out in APPENDIX 5.

11.1.11. If the complainant wishes to attend the meeting, they may bring someone along to provide support but not to represent them. Neither party should have legal representation. Representatives from the media will not be permitted to attend.

11.1.12. The Clerk will confirm and notify the complainant of the date, time and venue of the meeting.

11.1.13. Any written material relating to the complaint, will be circulated to all parties at least **5 (five) school days** before the meeting. The review panel will not normally accept, as evidence, recordings of conversations that were obtained covertly and without the informed consent of all parties being recorded.

11.1.14. The meeting will be held in private.

11.2. **Composition of the Governors' Review Panel**

11.2.1. The Clerk to the Governors will convene a Governors' Review Panel comprising either 3 or 5 members, most of whom will be governors, all of whom have had no prior involvement with the complaint or the causes of the complaint. The panel must include one member who is independent of the management and running of the school. If there

are fewer than 2 school governors available to join the independent member, the Clerk will source suitably skilled and independent governors from another school's Governing Body.

11.2.2. Members of the Governors' Review Panel will elect a chair from among themselves using a simple majority vote to do so.

11.2.3. A Local Authority adviser may be invited to the panel meeting, at the discretion of the governors, to give procedural advice only.

11.3. **Convening the Governors' Review Panel Meeting**

11.3.1. The Clerk to the Governors will liaise with all the Governors' Review Panel members to propose and to agree a date, time and venue for the review. This is most likely to be at the School, but the Clerk should ensure that the meeting will be in an appropriate environment, i.e.

- there will be a sufficient number of tables and chairs and that these will be suitable for use by adults;
- where the complainant has requested a face-to-face review, the size of the room will be conducive to constructive discussion;
- the meeting will not be disturbed;
- the confidentiality of proceedings can be protected.

11.3.2. The Governing Body is mindful of the challenges that volunteer governors can encounter in finding time to prepare for a review, and in finding a date and time when all members are available. The Governing Body has decided that it is preferable to allow sufficient time for the process than it is to set a deadline that may be all too easy to miss. The Governing Body has therefore decided that the Governors' Review Panel should meet within, what the Governing Body considers to be, **the reasonable time frame of 20 (twenty) school days**, starting from the day when the Complaint Review Request was received, or from the next school day if that was not a school day. If there are exceptional reasons why there is slippage to the timescales laid down, the Clerk will explain the reasons for this to the complainant in writing.

11.4. **Further Written Representations to the Governors' Review Panel**

11.4.1. Prior to the meeting of the Governors' Review Panel, the Clerk will seek any further written representations from the complainant, in addition to the Complaint Review Request Form, concerning the reasons why the matter should be reviewed. The complainant will have **5 (five) school days** to provide this information. The Clerk will supply this information to the Chair of Governors who will have **5 (five) school days** to submit any comments to the Governors' Review Panel. The Panel should have **5 (five) school days** to consider all the information in advance of the panel meeting.

11.4.2. The information to be sent by the Clerk to the Governors' Review Panel should comprise the following:

- the original completed Complaint Form;
- the response(s) to the complaint from the Head Teacher and/or the Chair of Governors;
- the completed Complaint Review Request Form;

- any additional written representations from the Chair of Governors or the complainant.

11.4.3. The Governor's Review Panel may select someone suitable, who has had no prior involvement with the complaint or the causes of the complaint, to be the Investigator (see APPENDIX 6), to investigate the review and who will then report to the Panel (see APPENDIX 5).

11.5. **The Governors' Review Panel Meeting**

11.5.1. The Governors' Review Panel meeting will normally be clerked by the Clerk to the Governing Body. Where this is not possible, the Chair of Governors will ensure that an alternative suitable person is responsible for the clerking function. The meeting will be held in private.

11.5.2. The Chair of the Governors' Review Panel (see paragraph 11.2.2) will be responsible for the conduct of the meeting and for liaising with the Clerk subsequently to ensure that all parties receive timely notification of the outcome within **5 (five) school days** of the date of the Governors' Review Panel meeting.

11.5.3. The Panel will consider objectively the complaint, the Head Teacher's and/or Chair's response(s), the reasons set out in the Complaint Review Request Form, and any further written representations from the Chair or complainant, bearing the points from Paragraph 11.1.7 in mind.

11.5.4. The Panel will then decide whether the Chair's Outcome Report response to the complainant has been fair and reasonable in the circumstances.

11.5.5. The Governors' Review Panel must take care to ensure that it does not favour one side or the other for any reasons other than those arrived at through an objective assessment of all the evidence.

11.6. **Conclusions and Recommendations**

11.6.1. The Governors' Review Panel must come to a conclusion as to whether the request for a review was justified in identifying alleged shortcomings in the investigation of the complaint by the Chair of Governors. The Panel can:

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

11.6.2. Because the Complaint Review is **not** an appeal, the Governors' Review Panel **cannot** reverse the earlier decision of the Chair of Governors. However, it can make any recommendations that it sees fit that can be taken to resolve the original complaint. Such recommendations might include:

- an apology;
- a re-consideration of an earlier decision;
- informing improvements within the School;
- improving the effectiveness of the Complaints Procedure;

- a review of a policy or a procedure or a recommendation to change the School's systems or policies or procedures, or
- a fully explained decision that no further action is necessary or justified.

11.7. Communicating the Review Outcome

11.7.1. The matter should remain confidential. The Clerk to the Governors will promptly communicate the outcome from the Governor's Review Panel meeting and set out the reasons for it in a Review Decision letter to the complainant. The outline of the Review Decision letter will have been formulated by the Governors' Review Panel in the meeting; it will also include any findings and/or recommendations and the information from paragraph 11.7.5. The final version will be agreed and signed by the Chair of the Governors' Review Panel.

11.7.2. **It is essential that the Review Decision letter is sent to the complainant and, where relevant, the person complained about and the Chair of Governors at the same time.** This will be in the form of an email or letter. Whilst the Review Decision letter should avoid unnecessary detail, there should be sufficient information to demonstrate that the Complaint Review was considered in full, provide an explanation of the decisions taken and include details or any actions or recommendations that will be taken to resolve the complaint.

11.7.3. A written record will be kept of the complaint. Correspondence, statements and records relating to the complaint will be filed confidentially. The actions taken as a result of the complaint will be recorded (regardless of whether they are upheld).

11.7.4. The issue of the Review Decision letter concludes the School's Complaints Process and the School will not enter into any further correspondence with the complainant about that complaint.

11.7.5. The information in following paragraph, about redress beyond the School, **must** be included in the Governors' Review Panel Review Decision response letter:

Beyond Bourn Primary Academy's Complaints Procedure, any person may complain to the Education and Skills Funding Agency (ESFA) that the Governing Body of an academy has not dealt with their complaint properly. To do so, please use the link to the Online Enquiry Form, which is shown in the Introduction of the page:

<https://www.gov.uk/government/publications/complain-about-an-academy/complain-about-an-academy>

11.7.6. The Education and Skills Funding Agency is unlikely to re-investigate the substance of the complaint or overturn any decisions made. Its interest is likely to be restricted to whether due process has been followed correctly and that education legislation and statutory policies connected with the complaint have been adhered to and that the School has not acted unlawfully or unreasonably. More information is available at www.education.gov.uk/contactus

11.7.7. Anyone can raise a complaint about an academy or a member of staff to the ESFA, but the ESFA advises complainants that local procedures should be concluded before submitting their complaint to them.

11.7.8. The exceptions to this include when:

- children are at risk of harm;
- children are missing education;
- a complainant is being prevented from having their complaint progress through the school's published Complaints Procedure;
- the ESFA has evidence that the school is proposing to act or is acting unlawfully or unreasonably.

APPENDIX 1

Summary of the Complaints Procedure

INFORMAL STAGE (up to 10 (ten) school days* in total)

School staff seek to resolve the complaint informally through discussion with the complainant. A complaint will not normally be considered unless the complainant has first raised the matter informally with the class teacher/a member of the Senior Leadership Team/the Head Teacher. See Section 8.

* A “school day” is a day where the School is open to pupils.

If the Informal Stage fails to resolve the issue, the complainant should submit a formal complaint within **90 calendar days** of the cause for complaint. If the complaint is received outside term time, the timings for managing the complaint will start on the first school day after the holiday period.

FORMAL PROCEDURE – Part 1 (up to 10 (ten) school days in total)**

Written complaint to the Head Teacher (see Section 9) on the Complaint Form (APPENDIX 7)

- Received by Head Teacher
- Acknowledgement – **3 (three) school days**
- Investigation (including any discussion with the complainant)
- Formal written response from the Head Teacher – **10 (ten) school days** from receipt

**If the complaint is about the Head Teacher, then the complaint will be directed to the Chair of Governors and considered under Part 2 of the Complaints Procedure.

FORMAL PROCEDURE – Part 2 (up to 10 (ten) school days in total)

Complaint to the Chair of Governors requesting a review of the Head Teacher’s decision from Part 1, or a complaint about the Head Teacher, or a complaint to the Clerk to the Governing Body about the Chair of Governors, the whole Governing Body or an individual governor (see Section 10)

- Received by Chair of Governors within **10 (ten) school days** of the Head Teacher’s response
- Acknowledgement – **3 (three) school days**
- Investigation (including any discussion with the complainant)
- Formal written Outcome Report response (from the Chair of Governors or Clerk) – **10 (ten) school days** from receipt

FORMAL PROCEDURE – Part 3 (up to 20 (twenty) school days total)

Request for review of Chair’s decision in the Outcome Report from Part 2, by the Governors’ Review Panel (Section 11) using the Complaint Review Request Form (APPENDIX 8)

- Received by Clerk to the Governors within **10 (ten) school days** of the Chair of Governor’s Outcome Report response

- Acknowledgement – **3 (three) school days**
- Meeting of the Governors' Review Panel
- Formal written response (from the Clerk) – **20 (twenty) school days** from receipt of request.

The conclusion of Part 3 brings to an end the Governors' role in considering the complaint. Complainants who remain dissatisfied may wish to contact the Education and Skills Funding Agency (see 11.7.5).

APPENDIX 2

Frequently Asked Questions

What if a formal complaint is made about a governor or the chair?

The complaint should be passed through to the clerk who will arrange for an investigation. There is opportunity for the complainant to refer the matter to a Governors' Review Panel where the complainant is dissatisfied with the investigation response.

What if the complainant seeks support from a governor or governors?

Governors must not involve themselves in matters that are likely to lead to a formal complaint. Where a complainant raises their complaint with a governor who is not the Chair (or the Vice-Chair if the complaint is about the Chair), that governor must decline to discuss it and direct the complainant to the Chair, Vice Chair or the Clerk. A governor receiving written material about a complaint must forward it to the Chair, Vice-Chair or Clerk without comment.

What if the complainant wants to make a complaint on behalf of other people's children?

The Governing Body will not accept complaints about other people's children since to do so may well compromise the position of the parents/carers of those children who may have a different view of the matter complained of.

What if the complainant makes reference to the complaint on social media?

The Chair of Governors should contact the complainant to advise him/her that the complaint is a confidential matter and neither those investigating the issues, nor those who may be investigated should use social media in this way. Comments published on social media may be prejudicial to the fair investigation of the issues under consideration, and the Governing Body may decline to progress a complaint while unhelpful comments remain on social media.

What if the complainant contacts the Press while the complaint is being investigated?

Similarly, the Chair of Governors should contact the complainant to remind him/her of the confidential nature of the process and the potential prejudice to fair investigation that can result from media involvement.

What if the complainant contacts their MP?

The School will not terminate the Complaints Procedure just because a complainant contacts their MP. MPs are normally conversant with school complaint policies and will usually point the complainant in that direction. Where the MP contacts the school, they will be advised of the relevant process and, if the complainant wishes, of the outcome of the complaint at the end of the process.

What if the parent or school asks for the support of the Local Authority?

The Local Authority has no formal or statutory role in responding to complaints which must be directed to the school. The Local Authority may be involved in a complaint only in the following ways:

- in providing impartial procedural advice to Head Teachers, Governors and complainants, as necessary, including attendance at Governors' Review Panel meetings when requested by the school;
- assisting in a mediation role where **both** parties agree that this offers a possible way forward as an alternative to more formal procedures;
- in investigating a complaint on behalf of the Governing Body where there is a need for an independent investigator, either in response to a governor view that it is necessary in a particular case to demonstrate the impartiality of the process, or because the subject matter is sufficiently complex or technical to require a higher level of experience or expertise. The governing body will consider requesting an independent review if the complainant provides sufficient evidence that there would be bias in the proceedings if the review was carried out by a governor.

What if the complainant refers the complaint to Ofsted?

Ofsted does not investigate individual complaints, though will record the complaint for information for the lead inspector when the school is next inspected. If there is a safeguarding component to the complaint then Ofsted will usually refer the matter to the Local Authority where it will be reviewed by a Leadership Adviser and/or the Local Authority Designated Officer (LADO), as appropriate.

How should records be kept through the Complaints Process?

There are a number of aspects to this.

- The complainant may request to take an **audio recording** of meetings, including a recording of the Governors' Review Panel meeting where a face-to-face review has been asked for. It should be made clear to complainants that audio recordings are not permitted without the prior consent of everyone who is present. Audio recordings change the character of a meeting and usually increase tension between the parties. Participants in meetings should be aware that modern technology facilitates concealed recording.
- The Clerk should **record any action points, and decisions, and the reasons for them**, in a brief and self-explanatory way. These records should be accessible to the complainant if requested. There is no reason why the complainant should not make notes during the meeting if s/he wishes.
- Correspondence, statements and records relating to individual complaints will be kept confidential. No one should share a complaint beyond those who have a role in handling it. In particular, any disciplinary action that might follow the investigation of a complaint is a matter of employment law for employees and of conduct for governors and volunteers. Subsequent action will not be revealed to the complainant. Individuals have certain rights under the Data Protection Act to see their personal data, including records about them.
- A written record will be kept of all complaints made about the school, along with details of whether they were resolved following a formal procedure, or progression to a Governors' Review Panel hearing.
- The school will record the actions it takes as a result of complaints (regardless of whether they are upheld).

What if the Chair of Governors considers the complaint to be vexatious?

These would be cases where the complainant persists unreasonably with complaints, or deliberately seeks to make life difficult for school leaders/governors, rather than genuinely trying to resolve the complaint. The school should refer to the **Managing Serial and Unreasonable Complaints Policy**. This is a difficult area, particularly where harassment might be disguised as complaint, and it is recommended that the Chair discuss this with the LA's Leadership Adviser before taking an action.

What if the school receives duplicate complaints?

If a duplicate complaint is received at the end of the Complaints Procedure from a spouse, a partner, a child or a grandparent, for example, and the new complaint is on the same subject as a previous complaint, the new complainant will be informed that the complaint and the local school process is concluded. If any new aspects are introduced, these will be investigated.

What if the school perceives there is a Complaint Campaign?

If the school becomes the focus of a complaint campaign and receives large volumes of complaints based on the same subject or from complainants unconnected with the school, the school will either send a template response to all complainants or publish a single response on the school website that is signposted in writing to all complainants involved.

Serial and Unreasonable Complaints

The School is committed to dealing with all complaints and requests for information fairly and impartially, and to providing a high-quality service to those who complain. The School will not normally limit the contact complainants have with the School. However, it is not expected that the school staff should tolerate unacceptable behaviour and the School will take action to protect staff from that behaviour, including behaviour which is abusive, offensive and/or threatening.

If, despite all parts of the Complaints Procedure having been followed, the complainant remains dissatisfied and attempts to reopen the same issue, they will be informed that the procedure has been completed and that the matter is now closed. Correspondence about a complaint will not be viewed as 'serial' or 'persistent' until the Complaints Procedure has concluded, unless the published serial complaint criteria apply.

The School has adopted the model DfE policy for Managing Serial and Unreasonable Complaints. This is published on the School's website and is available on request from the School Office.

The School will never take the decision lightly to stop responding to a complainant, and will only stop responding in circumstances when:

- every reasonable step has been taken to address the complaint;
- the complainant has been given a clear statement of the School's position and aims;
- the complainant contacts the School repeatedly, making substantially the same points each time;
- the complainant's emails, letters or telephone calls are often or always abusive or aggressive;
- the complainant makes insulting personal comments about, or threats towards, staff;

- the School has reason to believe the individual is contacting the School with the intention of causing disruption or inconvenience.

The School will not stop responding just because the complainant is difficult to deal with or asks complex questions. The School will act reasonably and consider any new complaint and recognises that anybody has the right to raise a new complaint at any time.

Communication Strategy

In exceptional circumstances the School reserves the right to implement a tailored communication strategy for a complainant if an individual's behaviour is causing a significant level of disruption. For example, the School can:

- restrict the individual to a single point of contact via an email address;
- limit the number of times the School will respond.

Regardless of any communication strategy, the School will provide parents and carers with the information they are entitled to under The Education (Pupil Information) Regulations 2005.

Barring from School Premises

In additional exceptional circumstances the Head Teacher may make the decision to bar an individual from entering school premises. In such circumstances advice from the Local Authority will be taken before implementing a ban.

APPENDIX 3

Issues Outside the Scope of this Complaints Policy

Issue	Whom to contact	Legislation, policy/procedure (references are generic and may not match the title of the school's own documents)
Complaint about an admission to school	<ul style="list-style-type: none"> • (Chair/Clerk in Foundation and Voluntary Aided schools) • Local Authority in community and voluntary controlled schools 	<ul style="list-style-type: none"> • Admissions Policy • For information, view the Local Authority website.
School re-organisation proposals	Local Authority or Diocese	
Complaint about a Pupil Exclusion	<ul style="list-style-type: none"> • Clerk to the Governing Body if the exclusion is over 5 days • Local Authority Inclusion Officer or relevant member of the Specialist Teaching Service 	Rights to make representations to the Governors' Discipline Panel about a fixed period exclusion vary according to the length of the exclusion. There is a right of appeal to Governors if the pupil is permanently excluded with a further right of review by an Independent Panel.
Allegation that a child has been harmed	<ul style="list-style-type: none"> • Head Teacher, or Chair of Governors if the complaint relates to the Head Teacher. • Local Authority Leadership Adviser. • Local Authority Designated Officer (LADO) 	DfE procedures – 'Keeping Children Safe in Education'
Special Educational Needs, content of or failure to maintain an Education, Health and Care Plan	<ul style="list-style-type: none"> • Headteacher • Local Authority • The Local Authority Statutory Assessment and Resources Team 	Local Authority procedures, with appeals made to the Special Educational Needs and Disability Tribunal.
Services provided by an external contractor	Service Manager	Service provider's procedure
<ul style="list-style-type: none"> • Staff capability (competence); • Staff conduct; • Staff grievances 	Head Teacher, or Chair of Governors if the complaint relates to the Head Teacher	<ul style="list-style-type: none"> • Staff Capability Procedure • Staff Disciplinary Procedure; complainants will not be told the details of any disciplinary action taken against staff but will be informed that the matter is being addressed. • Staff Grievance Procedure
Whistleblowing	Designated staff	School Whistleblowing Procedure

APPENDIX 4

Sample Acknowledgement Letter from Head Teacher/Chair of Governors

ISSUED ON SCHOOL HEADED PAPER

[DATE/HEADER etc.]

I am writing to acknowledge receipt of your complaint dated [INSERT DATE] that was received on [INSERT DATE]. I will be investigating this complaint and will write to let you know the outcome. You should expect me to have issued my response to you by [INSERT DATE THAT IS 10 SCHOOL DAYS FROM DATE OF RECEIPT].

As a first step, I will be making contact to arrange a meeting with you to:

- check my understanding of what the complaint is about;
- check whether anything in the Complaint Form can be withdrawn;
- check whether anything might be added to what is written in the Complaint Form;
- check whether any evidence is available that was not referred to in the Complaint Form;
- establish what would be an acceptable outcome for you;
- discuss whether there is anything that might help resolve matters without recourse to the Complaints Procedure, for example, through mediation.

Wherever possible, I am committed to ensuring the timescales within the Governing Body's Complaints Procedure are adhered to. The person responsible for the administration of the complaint is..... who is Clerk to the Governors. His/her role is to ensure that the timescales are being followed and to update you on the progress of your complaint.

This is a confidential matter and I want to reassure you that I will not be discussing this with anyone other than you and those I need to see as part of the investigation. Please could I ask you likewise to keep this matter confidential, so the investigation is not prejudiced in any way (for example, through the use of social media)? If the complaint requires more time to consider than the standard 10 school days laid out in the policy, I will let you know, indicating when you can expect to hear from me.

Yours sincerely

[INSERT NAME]

Head Teacher / Chair of Governors

APPENDIX 5

Sample Agenda for Face-to-Face Meeting between Complainants and the Governors' Review Panel in Part 3

Meeting of Panel to consider any written representations (Complainant and Investigator join the meeting)	Panel, Clerk, LA Adviser
Introductions – Chair of Panel	Panel, Clerk, LA Adviser, Investigator, Complainant
Introduction to the Part 2 Outcome Report Review by the Investigator	Panel, Clerk, LA Adviser, Investigator, Complainant
Questions to Investigator about the Part 2 Outcome Report Review by: <ul style="list-style-type: none">• Panel• Complainant	Panel, Clerk, LA Adviser, Investigator, Complainant
Complainant Representations	Panel, Clerk, LA Adviser, Investigator, Complainant
Questions to the Complainant by: <ul style="list-style-type: none">• Panel• Investigator	Panel, Clerk, LA Adviser, Investigator, Complainant
Closing remarks by the Investigator	Panel, Clerk, LA Adviser, Investigator, Complainant
Closing remarks by the Complainant (Complainant and Investigator leave to allow the Governors' Review Panel to make decisions)	Panel, Clerk, LA Adviser, Investigator, Complainant
Panel's conclusions and recommendations	Panel, Clerk, LA Adviser

APPENDIX 6

The DfE has published the following helpful advice about the roles and responsibilities of all involved.

<https://www.gov.uk/government/publications/school-complaints-procedures>

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 appropriate interviewing of the complainant to establish what has happened and who has been involved;
- interviewing staff and children/young people (or reviewing records of staff interviews with children) and other people relevant to the complaint;
- consideration of appropriate written records and other relevant information;
- analysing information;
- liaising with the complainant and the Complaints 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;
- be mindful of the timescales to respond;
- prepare a comprehensive report for the Head Teacher, Chair of Governors or the Governors' Review Panel that sets out the facts, identifies solutions and recommends courses of action to resolve problems.

The Head Teacher, Chair of Governors or Governors' Review Panel 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 Head Teacher / Clerk to the Governors / a designated governor or other staff member providing administrative support)

The Complaints Co-ordinator should:

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

Clerk to the Governing Body

The Clerk is the contact point for the complainant and the Governors' Review Panel and should:

- ensure that all people involved in the Complaints 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 meetings, ensuring that the dates are convenient to all parties attending and that the venues and proceedings are accessible;
- collate any written material relevant to the complaint (for example; Part 1 paperwork, school and complainant submissions) and send this paperwork to the parties in advance of meetings within an agreed timescale;
- make a written record of the proceedings;
- circulate the minutes of the meetings;
- notify all parties involved of the Governors' Review Panel decision.

Governors' Review Panel Chair

The Governors' Review Panel chair, who is nominated in advance of the review panel meeting, should ensure that:

- both the complainant and the Chair of Governors are asked (via the Clerk) to provide any additional information relating to the complaint review by a specified date in advance of the meeting;
- if the complainant is attending the panel meeting, that it is conducted in an informal manner, is not adversarial, and that, everyone is treated with respect and courtesy;
- complainants, who may not be used to speaking at such a meeting, are put at ease;
- the remit of the review panel 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;
- 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 Governors' Review Panel is open-minded and acts independently;
- no member of the Governors' Review Panel has an external interest in the outcome of the proceedings or any involvement in an earlier stage of the procedure;
- minutes of the meeting are taken;
- the Chair liaises with the Clerk (and Complaints Co-ordinator, if the school has one).

Governors' Review Panel Members

Governors' Review Panel members should be aware that:

- the panel meeting must be independent and impartial, and should be seen to be so;
- there must be at least one panel member who is independent of the management and running of the school;
- no governor may sit on the panel if they have had a prior involvement in the complaint or in the circumstances surrounding it;
- the aim of the panel meeting should be to resolve the complaint and achieve reconciliation between the school and the complainant;
- 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 they are 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 review panel should respect the views of the child/young person and give them equal consideration to those of adults;
- if the child/young person is the complainant, the panel should ask in advance if any support is needed to help them present their complaint;
- where the child/young person's parent is the complainant, the panel should give the parent the 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 panel considers is not in the child/young person's best interests;
- the welfare of the child/young person is paramount.

It is recognised 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.



Bourn Primary Academy Complaint Form

Section A – Your Details

Title – Mr/Mrs/Ms/Other	<input type="text"/>
Surname	<input type="text"/>
Forename	<input type="text"/>
Home Tel No.	<input type="text"/>
Mobile Tel No.	<input type="text"/>
Email Address	<input type="text"/>
Address and Postcode	<input type="text"/>

How would you prefer us to contact you?

Section B

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

Please use a continuation sheet if required

What would constitute a satisfactory resolution of your complaint?



Bourn Primary Academy Complaint Review Request Form

Section A – Your Details

Title – Mr/Mrs/Ms/Other

Surname

Forename

Home Tel No.

Mobile Tel No.

Email Address

Address and Postcode

How would you prefer us to contact you?

Section B

Please give reasons why you consider the response to your complaint from the Chair of Governors should be reviewed.

Please use a continuation sheet if required

What would constitute a satisfactory outcome by way of resolution of your complaint?

If, at the end of the process, you are not satisfied with the handling of your complaint and are seeking redress beyond the school you can contact the ESFA.
See paragraph 11.7.5 of this Complaints Policy for more details.