

# Stratford-sub-Castle Church of England VC Primary School

*Life in all its fullness* John 10:10

## Complaints Policy

The *Formal Complaints Procedure* was reviewed during the Spring Term 2026  
This document is the result of that review.

DATE AGREED BY FULL GOVERNING BODY:	25.03.26
REVIEW DATE:	March 2027
REVIEW CYCLE:	Annual
HEADTEACHER:	Mrs Justine Watkins
CHAIR OF GOVERNORS:	Mr Andrew Mintram
TO BE READ IN CONJUNCTION WITH:	<i>Complaints (Informally Raising Concerns Flowchart)</i> <i>School Complaints (Guidance for Schools and Governors)</i>  <i>Behaviour Policy for Staff and Volunteers</i> <i>Code of Conduct for Teaching and Support Staff</i> <i>Code of Conduct for School Governors</i> <i>Safeguarding Policy</i> <i>Whistleblowing Policy</i>

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## Complaints Policy

### Introduction

We endeavour to provide the best education possible for all of its pupils in an open and transparent environment. We welcome any feedback that we receive from parents, pupils and third parties, and we accept that not all of this will be positive. Where concerns are raised the school intends for these to be dealt with:

- FAIRLY
- OPENLY
- PROMPTLY
- WITHOUT PREJUDICE

In order to do so, the governing board has approved the following procedure which explains what you should do if you have any concerns about the school. All members of staff are familiar with the procedure and will be able to assist you.

### Which procedure do I need?

Sometimes, when concerns are more specific, there are alternative and more appropriate policies for dealing with them. The following list details specific topics of complaints, and the correct policy to refer to. You can access these policies on the school website or ask for a copy from the main school reception:

- Pupil admissions; please see the school's admissions policy or contact Wiltshire Council.
- Pupil exclusions; please see the school's behaviour policy.
- Staff grievance, capability or disciplinary; these are covered by the school's grievance, disciplinary and capability procedures.
- Where the complaint concerns a third party used by the school; please complain directly to the third party themselves (unless it directly effects the safety or welfare of the child).
- Anonymous complaints – please refer to the whistleblowing policy.
- Subject Access Requests and Freedom of Information Requests – please see the school's data protection and freedom of information policy

### Raising concerns

The majority of concerns can be dealt with without resorting to this formal complaint procedure. Where you have a concern about any aspect of the school or your child's education or wellbeing, raise this with the Headteacher or Senior teacher via the telephone, email or in person. Ideally, they will be able to address your concerns on the spot, or can arrange a meeting with you to discuss the issue.

All concerns will be dealt with confidentially, although the staff member may need to take notes if they feel that the matter may need to be taken further or it may arise again in the future. Any such notes will be kept in accordance with the principles of the Data Protection Act 1998. However, such notes would be able to be used to as evidence if further investigation was required, or if the concern became a formal complaint.

The school will deal with all complaints in accordance with the 'School Complaints – Guidance for Schools and Governors' document.

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

### **Safeguarding**

Wherever a complaint indicates that a child's wellbeing or safety is at risk, the school is under a duty to report this immediately to the local authority. Any action taken will be in accordance with the school's safeguarding policy available from the main school reception.

### **Social Media**

In order for complaints to be resolved as quickly and fairly as possible, we request the complainants do not discuss complaints publically via social media such as Facebook and Twitter. Complaints will be dealt with confidentially for those involved, **and we expect complainants to observe confidentiality also.**

### **Complaints resulting in staff capability or disciplinary**

If at any formal stage of the complaint it is determined that staff disciplinary or capability proceedings are necessary in order to resolve the issue, the details of this action will remain confidential to the Headteacher and/or the individual's line manager. The complainant is entitled to be informed that action is being taken and the eventual outcome of any such action, but they are not entitled to participate in the proceedings or receive any detail about them.

**There are 3 stages** to our **complaints procedure**. A complaints co-ordinator will manage the complaints process and the complaints co-ordinator for this school is The Clerk to Governors.

### **Stages of the Complaint:**

#### **Stage 1 – initial investigation by the Headteacher**

Where as a result of raising a concern the complainant still feels that the issue has not been addressed, or where the outcome has been that the complaint needs further investigation than can be resolved briefly, they may progress by making an informal complaint. In doing so, the following steps will be followed:

1. Complainant contacts the Headteacher
2. The complainant must explain in writing
  - an overview of the complaint so far (to include times and dates where appropriate)
  - who has been involved
  - why the complaint remains unresolved
  - action they would like to be taken to put things right.

N.B. A 'Formal Complaint Form' is included in Appendix 1 of this document

3. The Headteacher will respond within five working days (excluding those which fall in the school holidays) of having received the written complaint. They will explain what action they intend to take.
4. Where the complaint is about a member of staff or a school governor, the Headteacher may arrange an informal mediation meeting between the two parties to see if a resolution can be achieved.
5. The Headteacher will provide a written confirmation of the outcome of their investigation within a further 15 working days (excluding those which fall in the school holidays) of having sent confirmation of the intended

action. Where the complainant is not satisfied with the outcome, they are able to progress to Stage 2 of the complaints process, and launch a formal written complaint.

6. The Headteacher will make a record of the concern and the outcomes of the discussion which will be held centrally for twelve months, in line with the principles of the Data Protection Act 1998.
7. Where the Headteacher is a party to, or the subject of the complaint, an alternative member of staff or a member of the school's governing body will undertake Stage 1.

## **Stage 2 – Formal investigation by the Chair of the Governors**

1. The complainant may submit a formal complaint form to the Chair of the Governors. See the end of the procedure for the Chair of the Governors contact details and for a copy of this form.
2. The Chair of the Governors will respond in writing within 10 working days (excluding those that fall in the school holidays) of the date of receipt of the complaint to acknowledge receipt of the complaint and explain what action will be taken, giving clear timeframes.
3. A log of all correspondence in relation to the complaint will be kept in accordance with the data protection principles.
4. The Chair of the Governors will consider all relevant evidence; this may include but is not limited to:
  - a statement from the complainant,
  - where relevant a statement from an individual who is the subject of the complaint
  - any previous correspondence regarding the complaint
  - any supporting documents in either case
  - a interview with anyone related to the complaint.
5. The Chair of the Governors may decide to have a meeting with the complainant (and where relevant, the subject of the complaint) if they feel that it would be appropriate for the investigation.
6. After considering the available evidence, the Chair of the Governors can:
  - uphold the complaint and direct that certain action be taken to resolve it
  - reject the complaint and provide the complainant with details of the stage three appeals process
  - uphold the complaint in part: in other words, the Chair of the Governors may find one aspect of the complaint to be valid, but not another aspect. They may direct for certain action to be taken to resolve the aspect that they find in favour of the complainant.
7. The Chair of the Governors will inform the complainant of their decision in writing within a further 20 working days (excluding those that fall in the school holidays) of having issued written acknowledgement of the receipt of the complaint. They must explain clearly why they have come to the decision that they made. They must detail any agreed actions as a result of the complaint. Finally, they must provide the complainant with details of how to progress the complaint to Stage 3 if they are not satisfied, providing them with the contact details of the clerk to the governors (see the end of the procedure for these).

8. Where the Chair of the Governors is a party to, or the subject of the complaint, a member of staff or an alternative member of the School's Governing Body will undertake Stage 2.

### **Stage 3 – Appeal – review by a panel of the governing board:**

If the complainant wishes to appeal a decision by the Chair of the Governors at Stage 2 of the procedure, or they are not satisfied with the action that the Chair of the Governors took in relation to the complaint, the complainant is able to appeal this decision.

They must write to the clerk to the governors (see the contact details at the end of the procedure) as soon as possible after receiving notice of the Chair of the Governors' decision, briefly outlining the content of the complaint and requesting that a complaints appeal panel is convened.

The clerk to the governors will fulfil the role of organising the time and date of the appeal hearing, inviting all the attendees, collating all the relevant documentation and distributing this five working days in advance of the meeting, recording the proceedings in the form of minutes, and circulating these and the outcome of the meeting.

The complainant must request an appeal panel within four weeks of receiving the Chair of the Governors' decision or it will not be considered, except for in exceptional circumstances. On receipt of this written notification, the following steps will be followed:

1. The clerk to the governors will write to the complainant within five working days (not including the school holidays) to confirm receipt of the appeal request and detail further action to be taken.
2. The clerk to the governors will convene a panel of three school governors. All three panel members will have no prior knowledge of the content of the complaint.
3. The appeal hearing will take place within a further 20 working days (excluding those which fall in the school holidays) of receipt of the date of the confirmation letter from the clerk to the governors to the complainant, confirming the appeal.
4. In addition to the panel, the following parties will be invited, where applicable:
  - the complainant
  - the Chair of the Governors who dealt with the complaint at Stage 2
  - where the complaint regards a member of staff, the staff member who is the subject of the complaint.

The complainant is also able to bring a companion with them to the hearing if they wish. Where the subject of the complaint is a member of staff, that staff member is also able to bring a companion with them.

The companion will be a friend or a colleague. Neither party is able to bring legal representation with them. If after the hearing any party feels that legal action is necessary, please see the contact details at the end of the procedure.

5. If the attendance of any pupils is required at the hearing, parental permission will be sought if they are under the age of 18. Extra care will be taken to consider the vulnerability of children where they are present at a complaints hearing.
6. Where the complaint is about a governor, the complainant may request that the appeal is heard by an entirely independent panel. It is at the discretion of the governing board who will notify the clerk to the governors of their decision. Where an entirely independent panel is required, timescales may be affected

while the school source appropriate individuals for the review.

7. The panel can make the following decisions:

- Dismiss the complaint in whole or in part
- Uphold the complaint in whole or in part
- Decide on the appropriate action to be taken to resolve the complaint
- Recommend changes to the school's systems or procedures to ensure that problems of a similar nature do not recur.

8. All parties who attended the meeting will be informed in writing of the outcome of the appeal within a further five working days (excluding those which fall in the school holidays).

**This is the final stage at which the school will consider the complaint.**

**If the complainant remains dissatisfied and wishes to take the complaint further, please see the link to make a complaint to the DfE, at the end of this page.**

#### **Unreasonable (vexatious) complaints:**

Stratford-sub-Castle 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 the school. However, we do not expect our staff to tolerate unacceptable behaviour and will take action to protect staff from that behaviour, including that which is abusive, offensive or threatening.

Stratford-sub-Castle Primary School defines unreasonable complainants as *“those who, because of the frequency or nature of their contacts with the school, hinder our consideration of their or other people's complaints.”*

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

- Refuses to articulate their complaint or specify the grounds of a complaint or the outcomes sought by raising the complaint, despite offers of assistance
- Refuses to co-operate with the process outlined in the 'Formal Complaints Procedure' while still wishing their complaint to be resolved
- Refuses to accept that certain issues are not within the scope of the 'Formal Complaints Procedure'.
- Insists on the complaint being dealt with in ways which are incompatible with the 'Formal Complaints Procedure' or with good practice
- Introduces trivial or irrelevant information which the complainant expects to be taken into account and commented on, or raises a large number of detailed but unimportant questions, and insists they are fully answered, often immediately and 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 concluding that the complaint is groundless or has been addressed)
- Refuses to accept the findings of the investigation into the complaint where the school's 'Formal Complaints Procedure' has been completed including, where appropriate, referral to the Department for Education
- Seeks an unrealistic outcome
- Makes excessive demands on school time by frequent, lengthy, complicated and stressful contact with staff regarding the complaint either in person, in writing, by email and by telephone while the complaint is being dealt with

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

- Maliciously

- Aggressively
- Using threats, intimidation or violence
- Using abusive, offensive or discriminatory language
- Knowing it to be false
- Using falsified information
- Publishing unacceptable information in a variety of media such as in social media websites and newspapers

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

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 asking them to change it. For complainants who excessively contact Stratford-sub-Castle Primary School causing a significant level of disruption, we may specify methods of communication and limit the number of contacts in a written communication plan. This will usually be reviewed after 6 months.

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

Where a complainant raises an issue that has already been dealt with via the school's complaints procedure, and that procedure has been exhausted, the school will not reinvestigate the complaint except in exceptional circumstances, for example where new evidence has come to light. If a complainant persists in raising the same issue, the headteacher will write to them explaining that the matter has been dealt with fully in line with the school complaints procedure, and therefore the case is now closed. The complainant will be provided with the contact details of the Department for Education (see the end of this document) if they wish to take the matter further.

**Unreasonable complaints include the following scenarios:**

- The complainant refuses to co-operate with the school's relevant procedures.
- The complainant changes the basis of the complaint as the complaint progresses.
- The complainant seeks an unrealistic outcome
- Excessive demands are made on the time of staff and school governors and it is clearly intended to aggravate.
- The complainant acts in a way that is abusive or offensive.

**Barring from the school premises:**

Although fulfilling a public function, our school is a private place and the public has no automatic right of entry. We therefore act to ensure we remain a safe place for pupils, staff and other members of our community.

If a complainant or parents behaviour is a cause for concern they will be asked to leave school premises. In serious cases the Headteacher will notify them in writing that their implied licence to be on school premises has been temporarily revoked subject to any written representation that they wish to make. The decision to bar will be reviewed upon receipt of any representations made and will either be confirmed or lifted. Any decision will be notified in writing with an explanation of how long the bar will be in place.

Should anyone wish to complain about being barred they can do so via letter or email to the Headteacher or Chair of Governors. However, complaints about being barred cannot be escalated to the Department for Education. Once the school's complaints procedure has been completed the only remaining avenue of appeal is through the Courts.

Contact details for Stratford-sub-castle Primary School

Headteacher: Justine Watkins 01722 327227

: [head@stratford-sub-castle.wilts.sch.uk](mailto:head@stratford-sub-castle.wilts.sch.uk)  
: Stratford-sub-castle Primary School,  
Stratford-sub-Castle.  
Salisbury.  
Wilts  
SP1 3LL

Chair of the Governors, Andrew Mintram: 01722 327227 (School Office)

: [govamintram@stratford-sub-castle.wilts.sch.uk](mailto:govamintram@stratford-sub-castle.wilts.sch.uk)  
: Stratford-sub-castle Primary School,  
Stratford-sub-Castle.  
Salisbury.  
Wilts  
SP1 3LL

Complaint Co-ordinator, Clerk to Governors: 01722 327227 (School Office)

: [sscclerk@stratford-sub-castle.wilts.sch.uk](mailto:sscclerk@stratford-sub-castle.wilts.sch.uk)  
: Stratford-sub-castle Primary School,  
Stratford-sub-Castle.  
Salisbury.  
Wilts  
SP1 3LL

Contact details for external organisations if not satisfied with the outcomes of the complaints procedure in full:

If you have any queries regarding any aspect of the complaints procedure, please direct these to the clerk to the governors, via the school office or at [sscclerk@stratford-sub-castle.wilts.sch.uk](mailto:sscclerk@stratford-sub-castle.wilts.sch.uk)

- If the complainant feels that the governing board acted 'unreasonably' in the handling of the complaint, they can complain to the Department for Education after the complaints procedure has been exhausted. Please note that unreasonable is used in a legal sense and means acting in a way that no reasonable school or authority would act in the same circumstances. <https://www.gov.uk/complain-about-school>
- [Ofsted will also consider complaints about schools.](#)



**Stratford-sub-Castle Church of England Primary School  
Formal Complaint Form**

Name	
Name of pupil, year group and your relationship to them (where applicable)	
Contact address	
Contact telephone day	
Contact telephone mobile	
Contact email address	
Details of the complaint (overview to include dates and times)	
Action taken so far (including staff member who has dealt with it so far) or solutions offered	
The reason that this was not a satisfactory resolution for you	
What action would you like to be taken to resolve the problem?	

Signed:

Date:

<i>Official use</i> Date received:	Signed:
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