SCHOOL COMPLAINTS PROCEDURE 2025 -2026

BROOMHALL AND GRACE OWEN NURSERY SCHOOL

REVIEW FREQUENCY: ANNUAL

APPROVAL LEVEL AGREED BY THE FULL GOVERNING BOARD: FULL GOVERNING BODY

APPROVAL DATE OF THIS PROCEDURE: DECEMBER 2025

NEXT APPROVAL DATE: DECEMBER 2026

Introduction

At Grace Owen Nursery School, we strive to do the best for all the children in our care and their families. Your comments, both positive and negative, will help our ongoing strategic planning. It is in everyone's interest that concerns and complaints are resolved as quickly as possible.

Most concerns and complaints can be addressed by speaking with your child's key person. All staff will make every effort to resolve your problem. They will make sure that they understand what you feel went wrong and they will explain their own actions to you. They will ask what you would like us to do to put things right. Of course, this does not mean that in every case they will come round to your point of view, but it will help both you and the staff to understand all perspectives. It may also help to prevent a similar problem arising again.

If the member of staff, you speak to in the first instance is unable to resolve the matter you can then talk to the room lead and/or the head teacher informally.

We welcome any feedback that helps us improve and all issues will be dealt with fairly and sensitively. When possible, we will aim to resolve issues informally (see 'how to raise a concern' on page 4).

If you need to make a formal complaint, please follow the stages of the complaints procedure carefully to ensure it is dealt with fairly and in accordance with timescales (see page 5 to 10). **Please do not approach individual governors** to raise concerns or complaints. They have no power to act on an individual basis, and it may prevent them from considering complaints at Stage 2 of the procedure. There is a summary of the procedure and timescales on pages 12- 13. Before continuing, please refer to pages 2-3, which outlines the complaints that are dealt with under different statutory procedures.

Contacts

Head teacher: Nancy Farrow 0114 2721453
headteacher@graceowennurseryschool.org
Chair of Governors: Nicky Goodwin 0114 2722541
governors@graceowennurseryschool.org
OFSTED (Complaints Helpline):0300 123 1231

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Complaints that do not fall under this Complaints Procedure

Type of complaint	Who to contact
Matters that are likely to require a Child Protection Investigation	Please refer to the school's Child Protection and Safeguarding Policy, which outlines hoe these matters are handled in accordance with statutory guidance. If you feel a safeguarding matter has not been handled in accordance with the policy, then a complaint can be made using this complaints procedure. **If you have immediate concerns that a child has suffered or is at risk of suffering or significant harm, please contact** **Sheffield Safeguarding Hub:** **Tel: 0114 273 4855 (24hrs)** **Website:** **www.safeguardingsheffieldchildren.org/p/processes/referring-a-safeguarding-concern-to-childrens-social-care**
Admissions to Schools	**School Admissions Team** (Local Authority): Tel 0114 2734567 **Website: https://www.sheffield.gov.uk/schools-childcare/how-apply-school-sheffield/apply-reception** that will provide additional guidance on the correct procedure to follow.
Statutory assessments of SEND	**SEND Information and Advice Service SENDIAS** (Local Authority) Tel 0114 273 6009 **Or email**: sendias@sheffield.gov.uk **Website: https://www.sheffield.gov.uk/schools-childcare/sen-and-disability-information-support-service**
Exclusion of children from school*	Further information about raising concerns about exclusion: **Website:** www.gov.uk/school-discipline-exclusions/exclusions.

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	**Complaints about the application of the behaviour policy can be made through the school's complaints procedure.*
Staff grievances, capability or conduct	The school's internal personnel procedures will be used. You are not entitled to participate in proceedings or receive any detail about the outcome, but you will be informed 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 them direct.
Subject Access Requests and Freedom of Information requests	Refer to the school's Data Protection Policy and Freedom of Information policy.
Whistleblowing (for serious wrongdoing that cannot be covered by other procedures)	Refer to the school's whistleblowing procedure, which can be used by members of staff and the general public. For those who do not wish to raise matters direct with the school, referrals can be made via the Department for Education's online form.
EYFS curriculum content	Contact the Department for Education.
Data Protection Complaints	Data Protection Complaints do not need to follow the three stage process. These will be handled in line with DPA2018 and DUAA2025. Please see our privacy notices or data protection policy for more information.

If other bodies are investigating aspects of the complaint, for example the police, local authority (LA) safeguarding teams or 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 the school in relation to their complaint, we will consider whether to suspend the complaints procedure in relation to their complaint until those legal proceedings have concluded.

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'. (Ref: DfE Model Complaints Procedure for Schools 2021)

How to raise a concern or make a complaint

A concern or complaint can be made in person, in writing (email, letter or complaint form) or by telephone. It may also be made by a third party acting on your behalf, if they have appropriate consent to do so.

If you wish to raise a concern, i.e. seeking reassurance about a particular issue, your first point of contact is usually your child's keyperson. If you have difficulty discussing a concern with a particular member of staff, please contact the room lead or headteacher. Similarly, if the member of staff directly involved feels unable to deal with a concern, they may refer you to another staff member, who may be more senior but does not have to be. It is important your concern is dealt with objectively and impartially. You should expect to receive a written acknowledgement within five school days and a full response within 15 school days of receiving the concern.

If you wish to make a formal complaint, you should follow the stages outlined in this procedure (pages 8 to 12). It is helpful if you complete the complaint form at the end of this procedure (Appendix 2) as it ensures the school has all the necessary details about the complaint. However, you may also raise your complaint in person or by telephone, in which case the person you raise the complaint with will complete the form.

Social media

Your concern or complaint should be kept confidential between you and the school, and not posted on social media, as it could compromise the stages of the formal procedure if governors are exposed to the details.

Accessibility

In accordance with equality law, we will consider making reasonable adjustments to enable complainants to access and complete this complaints procedure, e.g. providing information in alternative formats, helping to complete the form or holding meetings in accessible locations. Please contact the school office if you require any assistance.

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Who can make a complaint?

Any person, including members of the public, can make a complaint about any provision of facilities or services we provide. This complaints procedure is not limited to parents or carers of children who are registered at the school. However, please check the list on page 3 first to ensure the complaint is not covered by a different procedure.

Anonymous complaints

We will not normally investigate anonymous complaints. The headteacher and/or chair of governors will decide whether the complaint warrants an investigation. The whistleblowing policy may be more appropriate if there is an allegation of serious wrongdoing that cannot be investigated under other policies (see page 3-4).

Timescales

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 timeframe if exceptional circumstances apply. If complaints are made outside of term time or over a weekend, we will record the day received as the first school day back after that time.

If other public bodies are investigating aspects of the complaint (e.g. the police, safeguarding teams or a tribunal), 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 legal action has been taken against the school in relation to the complaint, we may suspend the complaints procedure until those legal proceedings have concluded.

Resolving complaints

Grace Owen Nursery School takes concerns seriously and will make every effort to resolve the matter as quickly as possible, by offering an empathetic response, an explanation of events or, if appropriate, a recognition that the situation could have been handled differently or better. If this is the case, we will explain any steps that will be taken to help ensure it will not happen again, with an indication of the timescales within which any changes will be made.

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Duplicate complaints

After a complaint has been addressed using the complaints procedure, we will not investigate a duplicate complaint from a spouse, partner, grandparent or child on the same subject. This will only be considered if there are new aspects to the complaint that have not previously been investigated.

Deviation from the procedure

On rare occasions, we may need to deviate from the published procedure. For example, if we receive many complaints based on the same subject, it may be beneficial to consider the complaints together rather than individually, to fully understand the issues. If so, this will be explained to complainants before the investigation, and the same response about the outcome will be sent to all. If there are individual issues that do warrant a separate investigation, this will be discussed with the complainant.

Withdrawal of a complaint

f you wish to withdraw a complaint, please confirm this in writing to the headteacher, via email or letter to the school office.

Governing board review of complaints

The governing board will ensure any specific actions for resolution of complaints are completed. In addition to this, at the end of each academic year, the governing board will receive an annual report from the headteacher that outlines the general nature of complaints that year (anonymised). Any learning from complaints can be used to inform the review of the complaints procedure, as well as other procedures and policies within the school.

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Stages of the formal Complaints Procedure

Stage 1: Investigation

Most concerns can be dealt with informally. However, if you are dissatisfied with the outcome, or wish to make a formal complaint straight away, please follow the procedure below. You 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.

If the complaint is about the actions of, or lack of action by, a member of staff you should raise this with the headteacher, by emailing the school office on enquiries@graceowennurseryschool.org, attaching the complaint form (see Appendix 2). You may also raise your complaint in person or by telephone to the school office, and they will complete the form. You should make it clear that you are raising a formal complaint under the school's complaints procedure. If you send your complaint in by letter, we may ask you to summarise this into the complaint form, which we can help with if required. This helps us to identify the key issue(s) and the resolution you would like to see.

The headteacher will acknowledge receipt of the complaint in writing within five school days. Within this response, the headteacher will seek to clarify the nature of the complaint, ask what remains unresolved and what outcome you would like to see. The response will outline who will be investigating the complaint and the date you can expect a response by.

The headteacher will then investigate the complaint or they may delegate the investigation to another member of the school's senior leadership team. In such cases the headteacher will still make the final decision, based on the investigator's report. During the investigation, the investigator may meet you to establish what has happened, who has been involved and what you feel would put things right. They may also meet separately with all those involved and consider any records and other information available. Anyone being interviewed can be accompanied if they wish, and a written record will be kept of all meetings.

If the complaint is about the actions of, or lack of action by, the headteacher, a suitably experienced member of the governing board will complete all the actions above. Such complaints must be made via the chair of governors, governors@graceowennurseryschool.org

If the complaint is about the actions of, or lack of action by, a member or members of the governing board, another suitably experienced and impartial member of the governing board will complete the actions above, or an independent investigator if more appropriate. Such complaints must be made via the chair to governors, email address above.

The headteacher (or governor if applicable – see above) will provide a formal written response to you within 15 school days of the date of receipt of the complaint. If they are unable to meet this deadline, they will provide you with an update and revised response date. The response will detail any actions taken to investigate the complaint and provide a full explanation of the decision made and the reason(s) for it. Where appropriate, it will include details of actions the school will take to resolve the complaint. The response will include an explanation of how to escalate your complaint if you are dissatisfied with the outcome. Please note that any staffing issues that arise from the investigation will be kept confidential and we will not be able to discuss these matters with you.

Stage 2: Governors' Panel

If you are dissatisfied with the outcome at Stage 1, you can appeal this by requesting a hearing with the governing board's complaints panel.

Timescale – you must make the appeal request to the chair of governors, governors@graceowennurseryschool.org within 20 school days of receipt of the Stage 1 response. Requests received outside of this time frame will only be considered in exceptional circumstances. The chair will record the date the complaint is received and acknowledge receipt of the complaint in writing (either by letter or email) within five school days.

Purpose – the panel will be considering the complaint afresh from an independent perspective. They will read the complaint, the report of the Stage 1 investigation and any associated evidence, then use the hearing to ask questions to clarify any queries.

Panel members – the complaints panel will consist of three governors with no prior knowledge of the complaint and who do not have a vested interest in the outcomes. If there are fewer than three governors available, the clerk will source suitably skilled governors or associate members from another governing board. In certain circumstances, a panel may be convened made entirely of governors from other schools, for example if the complaint is against one or more members of the governing board, or if there are not enough impartial governors from the school.

Setting a date – the chair of governors will offer you three possible dates for the hearing, which should all be within 15 school days of receiving the Stage 2 complaint. They will also check if you

have any access requirements. If the timescales cannot be met, then they will explain why and keep you informed. Every effort should be made to achieve an outcome within acceptable timescales, so you will be given a deadline to choose one of these dates. If they have not heard from you or you cannot make any of the dates, the panel has the discretion to go ahead with the hearing on the basis of written submissions from both parties so as not to delay any further.

Once the date has been set, the chair of governors will write to all parties, confirming the following:

- Date, time and venue for the hearing
- Aims and objectives of the hearing and how it will be conducted
- The agenda for the hearing
- The names of the panel members
- A request for any documentation either party wishes the panel to consider (see below)
- Clarification about who can accompany both parties (see below)
- How and when the panel will reach their decision

Documentation – the chair of governors will give a deadline date for you to submit this, that gives them enough time to organise and circulate it to all parties at least five school days before the hearing. The documentation from all parties must be distributed at the same time, so it can be considered together by everyone preparing for the hearing.

Witnesses and representatives – the chair of governors will ask you for details of anyone coming with you and their role in the hearing, so that all parties can prepare appropriately, access requirements can be checked, and the length of the hearing can be estimated. You may bring a relative or friend to provide support, but ideally, neither party should feel the need to be represented by lawyers, as the purpose of the hearing is to consider the complaint and work towards a resolution. It is not a form of judicial process, and the presence of lawyers can work against the spirit of openness and problem-solving. School employees called as witnesses may choose to be supported by a union representative. Representatives from the media are not permitted to attend. If the attendance of any pupils under the age of 18 is required, parental permission must be sought. Witnesses and representatives only attend to give their supporting information and may leave once they have done so.

Electronic recordings – these are not normally permitted unless a complainant's own disability or special needs require it. Prior knowledge and consent to electronic recordings must be sought from all parties attending before all meetings or conversations take place. Consent will be recorded in any minutes taken.

New complaints – the panel will not review any new complaints at this stage or consider evidence unrelated to the initial complaint. New complaints must be dealt with from Stage 1.

Procedure for the hearing – the chair of governors meets both parties, ensuring there is appropriate separate waiting space. Both parties must enter the hearing at the same time, and it will be held in private. Although the panel will follow formal procedures, the chair will conduct the meeting as informally as possible, making sure all parties feel at ease and treat each other with respect. Extra care will need to be taken if a child or young person is present.

1. The chair of the panel will introduce everyone and explain that they are there to review the complaint with the aim of reaching a resolution for the complainant and the school.

2. The chair of the panel will give the complainant the opportunity to put their case forward without undue interruption. The complainant may bring in any witnesses or representatives to give supporting information.

3. The panel and the Stage 1 investigator can then ask any questions of the complainant and/or their witnesses to establish facts and further their understanding. This is not an opportunity for cross examination.

4. The chair of the panel will then give the Stage 1 investigator the opportunity to put their case forward without undue interruption. The Stage 1 investigator may bring in any witnesses or representatives to give supporting information.

5. The panel and the complainant can ask any questions and clarify any points with the Stage 1 investigator and/or their witnesses.

6. The complainant will then be invited to sum up their complaint.

7. The Stage 1 investigator will then be invited to sum up the school's actions and response to the complaint.

8. The chair lets both parties know how they will be notified of the panel's findings, within agreed timescales. The chair draws the meeting to a close.

9. Both parties leave at the same time.

Once the complainant and the Stage 1 investigator have withdrawn, the panel will deliberate and come to a decision whether:

• any fault was found (i.e. complaint upheld in whole or in part)

• no faults were found (i.e. complaint not upheld)

If the complaint is upheld in whole or in part, the panel 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 decision will be communicated in writing to all parties within five school days. If it is not possible to meet this deadline, the panel chair will contact both parties with a revised date.

Next step

If you believe the school did not handle your complaint in accordance with the published complaints procedure or they acted unlawfully or unreasonably in the exercise of their duties under education law, you can contact the Department for Education after completing Stage 2.

The Department for Education will not normally reinvestigate the substance of complaints or overturn any decisions made by the school. They will consider whether the school has adhered to education legislation and any statutory policies connected with the complaint. You can refer your complaint to the Department for Education via their online form.

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	Who to contact	Timescales
Raising a concern (informally) – i.e. seeking reassurance about an issue	Contact the keyperson, who may be able to address your concern straight away or will arrange a meeting to discuss the matter with you at a mutually convenient time. If this person is not appropriate, you may contact the room lead or headteacher, who will refer you to another member of staff to deal with your concern.	Written acknowledgement within five school days and full response within 15 school days of receiving the concern.
Formal complaint: Stage 1 (investigation	Contact the headteacher, who will investigate your complaint. They may delegate the investigation to another member of the school's senior leadership team, but the headteacher will provide the response. If the complaint is about the headteacher or the governing board, contact the chair of governors who will direct your complaint to the most appropriate person to carry out the investigation.	Written acknowledgement within five school days and full response within 15 school days of receiving the complaint.
Formal complaint: Stage 2 (governors' panel)	If you are not satisfied with the response at Stage 1 or have not received a response within the published timeline, you can request that a panel of governors hear the complaint. Contact the chair of governors to governors within 20 school days of receiving the Stage 1 response and the clerk will arrange the hearing.	Written acknowledgement within five school days. Hearing will be arranged for within 15 school days of receiving the Stage 2 complaint. Decision to be sent in writing within five school days of the hearing.
Next step: Head of Early Years and Childcare Services	If you remain dissatisfied, you can refer your complaint to the Department for Education using their online form.	

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at Sheffield City Council		

Summary of procedure & timescales*

***If it is not possible to meet these timescales, you will be contacted to discuss reviewing them.**

Roles and Responsibilities

The school will ensure the complaints' procedure is up to date (in line with the policy review schedule) and easily accessible on the school website and via the school office. A hard copy will be provided if requested by the complainant. The school will send the complaints procedure (or link) to the complainant immediately upon receipt of a complaint, or upon notification of an impending complaint, whichever is sooner.

The complainant will receive a more effective response 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/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

The Stage 1 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, who has been involved and what they feel would put things right
- interviewing staff and children/young people and other people relevant to the complaint
- consideration of records and other relevant information
- analysing information

The Stage 1 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

• 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 panel that sets out the facts, identifies solutions and recommends courses of action to resolve problems

The chair of governors is the contact point for the complainant and the panel and should:

• organise the hearing as set out in the Stage 2 procedure

• collate any written material relevant to the complaint and send it to all parties at the same time, at least five school days before the hearing

• take minutes of the proceedings as a full account of what was said, especially responses to questions (draft version may need to be referred to during deliberations)

• send the typed version to the governors on the panel for checking – please note this is a governors' panel, so only they need to check the minutes

• circulate the agreed minutes to all present, stating that these are to be kept confidential – if the complainant disputes their accuracy, then the query will be attached to the agreed minutes

• notify all parties of the panel's decision within five school days of the date of the hearing

• file papers appropriately, disposing of additional copies securely

The chair of the panel (one of the panel members must agree to act in this role) should ensure that:

• no member of the panel has an external interest in the outcome of the proceedings or any involvement in an earlier stage of the procedure

• the meeting 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 in this type of environment are put at ease – this is particularly important if a child or young person is in attendance

• the purpose of the hearing is explained to all

• written material is seen by everyone in attendance, provided it does not breach confidentiality or any individual's rights to privacy under the Data Protection Act 2018 or General Data Protection Regulation (GDPR) – if a new issue arises, the panel will consider whether to accept the new information and if so, a short adjournment of the meeting may be required to review this

• the procedure/agenda for the hearing is followed (as set out on page 13)

• the panel is open-minded and acts independently

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• the governing board is informed of the outcome of the complaint (not the details, which remain confidential), and should ensure that recommendations are being actioned, e.g. policy updates, staff training etc

Panel 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 panel 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

• 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

• the welfare of children and young people is paramount so extra care needs to be taken when a child/young person is present during all or part of the meeting – careful consideration of the environment and proceedings should ensure the child/young person does not feel intimidated

• the views of the child/young person should be respected and given equal consideration to those of adults • if a child/young person is attending, there should be a mutual agreement between the panel and the parent as to which part of the meeting it is most appropriate for them to attend

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Appendix 1

Serial and persistent complaints

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

Grace Owen Nursery School defines unreasonable behaviour as that which hinders our consideration of complaints because of 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 complaint's investigation process

• refuses to accept that certain issues are not within the scope of the complaint's procedure

• insists on the complaint being dealt with in ways which are incompatible with the complaint's procedure or with good practice

• introduces trivial or irrelevant information which they expect to be considered and commented on

• raises large numbers 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 that complaint where the school's complaint procedure has been fully 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 complaint in 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 is being progressed. It is not helpful if repeated correspondence is sent (by letter, phone or email), as it could delay the outcome being reached.

Whenever possible, the headteacher (and/or chair of governors, if appropriate) will discuss any of the above issues 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 the school, causing a significant level of disruption, we may specify methods of communication and limit the number of contacts in a communication plan. This will be reviewed after six months.

Any threat or action of aggression or violence will be reported to the Health and Safety department at the local authority.

In the case of any serious incident of aggression or violence, we will immediately inform the police and communicate our actions in writing. This may include barring an individual from the school.

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Appendix 2

Complaint Form

Please complete and return to enquiries@graceowennurseryschool.org, who will acknowledge receipt and explain what action will be taken. 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. This form is provided for ease of use – you may also raise your complaint in person or by telephone, in which case the person you raise the complaint with will complete the form.

This form is provided for ease of use – you may also raise your complaint in person or by telephone, in which case the person you raise the complaint with will complete the form.

Your Name:
Pupils Name (if relevant):
Your relationship to the pupil (if relevant):
Address: Tel no: Email:
Please give detail of your complaint, including whether you have spoken to a member of staff about it.
What actions do feel might resolve the problem at this stage?

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Are you attaching any paperwork? If so, please give details.
Signature: Date:
Official use
Date acknowledgement sent:
By whom:
Complaint referred to:
Date:

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Guidance on Making a Complaint

Try to resolve issues with the school informally at first. If matters are not resolved to your satisfaction, you can make a formal complaint, however, at all times, please remember that matters can often be dealt with more easily if you bear in mind the following:

- **Speak to the right person**

Try to speak with the member of staff best able to advise you and best able to deal with your concerns. This is often you child's class teacher in the first instance. If they are unable to deal with an issue immediately, they may suggest making an appointment at a more convenient time for both parties to discuss matters more thoroughly.

- **Be courteous**

Conduct yourself in a professional manner and try to discuss your concerns in a calm but firm manner. Try to understand the other's point of view and do not present yourself in an aggressive manner.

- **Say who you are**

If you are unknown to the member of staff, introduce yourself.

- **Ask for the member of staff's name and use it**

If the member of staff, you first approach is unable to deal with the matter ask for the name of the member of the school's staff who will be able to assist you.

- **Take your time to explain exactly what the issues are**

It is often easy to forget to give all the details of your concern, particularly if you are upset or annoyed. You may wish to write a list of the issues you need to discuss before you approach school.

- **Stay cool and calm**

Do not argue with the member of staff who receives your complaint. Be polite and respectful. Try to be clear about exactly what it is that you believe the issue to be.

- **Check you are being understood**

Make certain that the member of staff understands what you are saying and what the issue is that has given rise to your concerns.

- **Don't rush**

Take your time. Try to explain to school what you concern is and more importantly what you would like school to do to resolve this. Try to ensure the school understand your viewpoint before demanding a solution or suggesting the next step.

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Flowchart

Summary of Stages of Complaints Procedure

