

# COMPLAINTS PROCEDURE POLICY



<b>Owned and Written by</b>	Joanne Travi, Headteacher	Date Spring 2026
<b>Approved by</b>	Full Governing Body	Date 24/03/2026
<b>Date for Review</b>	Autumn Term 2028	

# SUMMARY OF BUSHMEAD PRIMARY SCHOOL COMPLAINTS PROCEDURE

## Concern or complaint received



STAGE	ACTION REQUIRED
1. Informal discussion with the class teacher or other relevant member of staff (possibly the Headteacher) usually resulting in resolution of the issue.	The person is informed of the action to be taken to resolve the issue. If they are not satisfied, they should be provided with a copy of the school's complaints procedures and information on how to proceed to stage 2 with their complaint.

↓ If the complaint is not resolved:

2. The complaint is submitted, either verbally or in writing, to the Headteacher.	The Headteacher acknowledges receipt and arranges meeting within 5 school days and provides a full written response within 15 school days. If necessary, the complainant should be informed of how to contact the chair of governors.
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↓ If the complaint is not resolved or if the complaint is about the Headteacher:

3. A written complaint is submitted to the chair of governors.	The chair acknowledges receipt within 7 school days. Chair of Governors provides full written response within 20 school days. Information is provided to complainant if required on how to progress complaint to stage 4. School notifies Council governor support team.
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↓ If the complaint is not resolved:

4. Complainant writes to the clerk to the governors requesting that a complaints committee of governors hear the complaint.	Clerk arranges for the complaints committee to meet within 10 school days from receipt of the letter and informs complainant of findings within 5 school days of hearing. School notifies Council governor support team. School tells complainant how to contact Lifelong Learning Department if required.
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↓ If the complainant is not satisfied that the complaint has been dealt with properly according to the school's procedure:

Complainant writes to the Council Lifelong Learning Department's complaints officer with evidence that the school did not follow its complaints procedure.	Department's Performance Review Manager acknowledges letter within 3 working days and informs the complainant about what will be done, making it clear that the department can only investigate the inappropriate procedure, not the complaint itself.
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↓ If the complainant is not satisfied that the complaint has been dealt with properly and fairly:

Complainant writes to the Secretary of State for Education and Skills, or the Local Government Ombudsman.	The Secretary of State may intervene if a governing body or a Council has not carried out a statutory duty or has acted unreasonably. The Ombudsman only investigates issues of maladministration.
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