



**Heston**

COMMUNITY  
SCHOOL



## **SCHOOL COMPLAINTS POLICY AND PROCEDURES**

**Approved by:** Full Governing Body **Date:** March 2025

**Last reviewed on:** March 2022

**Next review due by:** March 2028

## 1.0 Introduction

- 1.1 This document meets the requirements of Section 29 of the [Education Act 2002](#), which states that schools must have and make available a procedure to deal with all complaints relating to their school and to any community facilities or services that the school provides.

It is also based on [guidance for schools on complaints procedures](#) from the Department for Education [DfE], including the model procedures for complaints and for managing serial and unreasonable complaints.

- 1.2 Since September 2010, Governing Bodies have been required, to have in place a procedure to deal with complaints relating to the School and to any community facilities or services that the School provides.
- 1.3 The School aims to meet its statutory obligations when responding to complaints from parents/carers of pupils at the school and others.

When responding to complaints, we aim to:

- Be impartial and non-adversarial
- Facilitate a full and fair investigation by an independent person or panel, where necessary
- Address all the points at issue and provide an effective and prompt response
- Respect complainants' desire for confidentiality
- Treat complainants with respect and courtesy
- Make sure that any decisions we make are lawful, rational, reasonable, fair and proportionate, in line with the principles of administrative law
- Keep complainants informed of the progress of the complaints process
- Consider how the complaint can feed into the school improvement and evaluation process.

The school will try to resolve concerns by informal means wherever possible. Where this is not possible, the formal complaints procedures will be followed.

The school will aim to give the complainant the opportunity to complete the complaints procedure in full.

Throughout the process, we will be sensitive to the needs of all parties involved, and make any reasonable adjustments needed to accommodate individuals.

- 1.4 This policy does **not** cover complaints procedures relating to:

- Admissions
- Statutory assessments of special educational needs [SEN]
- Safeguarding matters
- Suspension and permanent exclusion
- Whistle-blowing
- Staff grievances
- Staff discipline
- School re-organisation proposals
- Curriculum
- Collective worship.

Complaints about services provided by other providers who use school premises or facilities should be directed to the provider concerned.

### 1.5 Timescales

The complainant must raise the complaint within 3 months of the incident. If the complaint is about a series of related incidents, they must raise the complaint within 3 months of the last incident.

We will consider exceptions to this timeframe in circumstances where there were valid reasons for not making a complaint at that time and the complaint can still be investigated in a fair manner for all involved.

When complaints are made out of term time, we will consider them to have been received on the first school day after the holiday period.

If at any point we cannot meet the timescales we have set out in this policy, we will:

- Set new time limits with the complainant
- Send the complainant details of the new deadline and explain the delay.

### 1.6 Typical matters that might be considered under this Policy include:

From Parents/Carers:

- To the Tutor, Learning Coordinator or member of the Senior Leadership Team about suspected bullying
- Detention and out-of-school activity arrangements
- Complaints about matters such as facilities, lack of supervision etc.

From the General Public:

- Local residents complaining about the behaviour of students coming to and going from school
- A local trader feeling that the School should be trading with his/her company
- Local Community Leaders concerned that the School is not involving itself sufficiently in particular aspects of community life
- The Local Member of Parliament writing on behalf of a constituent.

1.7 The Governing Body is committed to ensuring that the highest standards are maintained at the School both in the provision of education to students and in every other aspect of the running of the School. A complaints procedure is an important part of the management of a well-run school allowing parents/carers and members of the general public the opportunity to voice concerns they may have through appropriate channels. This Complaints Policy and Procedures has been adopted by the Governing Body to ensure a systematic and fair approach to the resolution of such concerns. The School will work closely with our Human Resources Provider to ensure all relevant staff involved in handling complaints are provided with the appropriate training and support to carry out this duty.

1.8 We recognise the need to be clear about the difference between a concern and a complaint. Taking informal concerns seriously at the earliest stage reduces the number that develop into formal complaints. We aim to ensure that concerns are handled, if at all possible, without the need for formal procedures. Our formal complaints procedure is only necessary if efforts to resolve the concern are unsuccessful. In most cases, a Class Teacher or an individual delivering the service will receive the first approach. Our staff development process includes training to help staff resolve issues on the spot, including apologising, where necessary.

- 1.9 Our formal procedures are invoked when initial attempts to resolve the issue are unsuccessful and the person raising the concern remains dissatisfied and wishes to take the matter further. [See Appendix A and Appendix B.]
- 1.10 Certain complaints, for example, those relating to the curriculum should be addressed by contacting the relevant Curriculum Leader directly. Similarly, complaints about SEN provision should follow the SEN procedures. Any complaints by staff should be addressed under the School's Grievance Procedure.
- 1.11 A complaint may result in disciplinary action by the School against a member of staff which would be confidential between that member of staff and the School. Parents/carers should be kept fully informed of the handling of any complaint. Any complaint will be confidential unless it is necessary to involve other parties and will be dealt with as quickly as possible.

## **2.0 Objectives and Targets**

2.1 To be effective our Complaints Procedure will:

- Encourage resolution of problems by informal means whenever possible
- Be easily accessible and publicised
- Be simple to understand
- Be impartial
- Be non-adversarial
- Allow swift handling with established time-limits for action and keeping people informed of the progress
- Ensure a full and fair investigation by an independent person, where necessary
- Respect people's desire for confidentiality
- Address all the points at issue and provide an effective response and appropriate redress, where necessary
- Provide information to the School's Leadership Team so that services can be improved.

The complainant will get a more effective and timely response to their complaint if they:

- Follow these procedures
- Co-operate with the school throughout the process, and respond to deadlines and communication promptly
- Ask for assistance as needed
- Treat all those involved with respect
- Do not approach individual governors about the complaint
- Do not publish details about the complaint on social media.

## **3.0 Action Plan**

- 3.1 At Heston Community School, the Headteacher has overall responsibility for the operation and management of the School Complaints Procedure. In practical terms, the Headteacher will nominate a senior member of staff to deal with matters on a day-by-day basis.
- 3.2 In general, any written complaint should be addressed to the Headteacher, although it is expected that attempts will be made to resolve difficulties informally with the Class Teacher, Curriculum Leader, Learning Coordinator or Tutor before

being referred to the Headteacher. The informal stage of the procedure should be exhausted before the matter is referred to the formal stage and a complaint form issued [see Appendix B]. If any substantial complaint is made to a member of staff by a parent/carer it should be referred to the Line Manager or Headteacher, as appropriate, if it cannot be resolved immediately by the member of staff to the satisfaction of the parent/carer.

3.3 Whenever a formal complaint is received it will be investigated. At each stage, the person investigating the complaint [the Complaints Coordinator] makes sure that they:

- Establish what has happened so far and who has been involved
- Clarify the nature of the complaint and what remains unresolved
- Meet with the Complainant or contact them [if unsure or further information is necessary]
- Clarify what the Complainant feels would put things right
- Interview those involved in the matter and/or those complained of, allowing them to be accompanied if they wish
- Conduct the interview with an open mind and be prepared to persist in the questioning
- Keep notes of the interview.

### 3.4 Complaints

If a parent/carer has a special educational need and/or disability [SEND] complaint or concern about the support their child is receiving to help them with their SEND, they should first raise any concerns you have with Mrs Hardy, the School's SENDCo. She can be contacted on 0208 572 1931 or by email on [chardy@hestoncs.org](mailto:chardy@hestoncs.org) or [info@hestoncs.org](mailto:info@hestoncs.org).

If you feel your complaint has not been addressed then please write a letter of complaint to the School's Headteacher, Mr Berdesha, at the address below.

Headteacher  
Heston Community School  
Heston Road  
Heston  
Hounslow  
TW5 0QR

If you are not happy with the School's response to your complaint, then please contact the School's Governing Body. The letter should be addressed to the Chair of Governors and emailed to [GB@hestoncs.org](mailto:GB@hestoncs.org) or can be handed into Reception.

If you remain unhappy with the outcome, please Contact Hounslow SEN on [sen@hounslow.gov.uk](mailto:sen@hounslow.gov.uk) or by phone on 020 8583 2672

For more information on making a complaint about SEN support, in a school or an academy, go to <http://www.gov.uk/complain-about-school/sen-complaints>.

## 4.0 Stages in the Procedure

4.1 There are three stages in the School's Complaints Procedures [See Appendix A for a Flow Chart]. At each stage in the procedure, the School will remain mindful of

ways in which the complaints can be resolved. It might be sufficient to acknowledge that the complaint is valid in whole or in part. In addition, it may be appropriate to offer one or more of the following:

- An apology
- An explanation
- An admission that the situation could have been handled differently or better
- An assurance that the event complained of will not recur
- An explanation of the steps that have been taken to ensure that it will not happen again
- An undertaking to review School Policies in light of the complaint.

4.2 We encourage Complainants to state what actions they feel might resolve the problem at any stage. An admission that the School could have handled the situation better is not the same as an admission of negligence.

4.3 At all times the School will seek to identify areas of agreement between the parties and clarify any misunderstandings that might have occurred because this can create a positive atmosphere in which to discuss any outstanding issues.

#### 4.4 **Stage 1 [Informal]**

In this stage, the Class Teacher, Curriculum Leader, Learning Coordinator or Tutor will deal with the complaint. Most parents'/carers' concerns can be adequately resolved by having a discussion with these members of staff. There may be no need for the complaint to be put in writing, which would formalise matters and may lead parents/carers to feel less prepared to articulate concerns, perhaps because of a fear that such action may prejudice the interests of their child. The complaint should be resolved in a timely manner. However, if the Complainant wishes to take the matter further, the Headteacher is informed and Stage 2 is implemented.

#### 4.5 **Stage 2 [Informal]**

If the complaint is not resolved to the parents'/carers' satisfaction by discussion, then the initial recipient of the complaint should refer the matter to the Headteacher or a designated member of the Senior Leadership Team. It may be appropriate at this stage for the complaint to be put in writing.

The Headteacher, or a designated member of the Senior Leadership Team, will investigate the circumstances of the complaint and may find it appropriate to ask for written statements from staff or students and to call for any relevant documentation.

If the complaint is against a member of staff, that member of staff has a right to be given details of the complaint and the opportunity to make representation about it. The person investigating the incident will take these details into account.

If a complaint concerns the conduct of the Headteacher or a Governor, or where the Headteacher or Governor have been involved in the issue previously, then the matter will be referred to a Senior Member of Staff or member of the Governing Body not previously involved. In some circumstances, the School reserves the right to refer the matter to an external body.

The Headteacher or designated member of staff will respond to the parent/carer with the outcome of the investigation, normally within ten school working days of receipt of the substance of the complaint. The response may be in writing or at a meeting with written confirmation of the outcome.

The parent/carer must be informed of his or her right to have the matter referred to the Governors' Complaints Panel if the outcome of the informal stage is not satisfactory. Any such request by a parent/carer should be addressed to the Clerk to the Governors and the matter becomes a formal complaint.

If the complainant wishes to proceed to the next stage of the procedure, they should inform the Clerk to the Governing Board within five school days. Requests received outside of this timeframe will be considered in exceptional circumstances.

Complaints can be escalated by contacting the Clerk to the governing board:

- By letter or email
- Over the phone
- In person
- Through a third party acting on behalf of the complainant.

The Clerk will need the details of the complaint as set out above, as well as details from the complainant on how they feel the previous stage of the procedure has not addressed their complaint sufficiently, and what they feel would resolve the complaint.

The Clerk will acknowledge receipt of the request within five school days.

#### 4.6 **Stage 3 [Formal]**

Complainants must be informed of the new timescale for resolution of complaints that reach this stage. When the Clerk receives a formal request for the Governors to consider a complaint, the Clerk will refer the matter in the first instance to the Chair of Governors or another nominated Governor. S/he will investigate, may speak to the parties involved and will prepare a written statement of findings to be submitted to the parent/carer. The parent/carer must be informed of the right to refer the matter to the Governors' Complaints Panel if s/he is not satisfied with the outcome. This will be made up of at least three people – one of whom is who is independent of the management and running of the Academy.

If a Hearing is requested, the Clerk will write to the parent/carer, the Headteacher and the Chair of Governors giving details of the meeting, requesting copies of any documents to be put before the meeting and the names of any witnesses that either party may wish to attend. The parent/carer will be informed of the right to be accompanied by a friend. The Hearing should be on reasonable notice and be held as soon as practicable after receipt of the referral.

The procedure at the Hearing [See Appendix C – Checklist for a Panel Hearing] needs to be appropriate for the circumstances and is at the discretion of the Chair of the Governors' Complaints Panel, but is likely to involve:

- Presentation of the complaint
- A reply by the Headteacher or Governor
- Questioning by all parties
- Representation about ways to resolve the complaint satisfactorily.

If necessary, the Panel will withdraw to consider their findings on the evidence put before them and their conclusions, which may include measures to redress problems identified. The Panel's decision is final. If, despite following appropriate procedures the Complainant remains dissatisfied, or tries to reopen the same issue, the Chair of Governors will inform them in writing that the procedure has been exhausted and that the matter is now closed.

The committee can:

- Uphold the complaint, in whole or in part
- Dismiss the complaint, in whole or in part.

If the complaint is upheld, the committee will:

- Decide the appropriate action to resolve the complaint
- Where appropriate, recommend changes to the school's systems or procedures to prevent similar issues in the future.

The school will inform those involved of the decision in writing within five school days.

If the complainant is dissatisfied with the outcome of the school's complaints procedure, they can refer their complaint to the DfE.

The DfE will not re-investigate the matter of the complaint. It will look at whether the school's complaints policy and any other relevant statutory policies that the school holds were adhered to. The DfE also looks at whether the school's statutory policies adhere to education legislation.

The DfE will intervene where a school has:

- Failed to act in line with its duties under education law
- Acted [or is proposing to act] unreasonably when exercising its functions.

If the complaints procedure is found to not meet regulations, the school will be asked to correct its procedure accordingly.

For more information or to refer a complaint, see the following webpage: <http://www.gov.uk/complain-about-school>.

We will include this information in the outcome letter to complainants.

Complaints are considered and resolved as quickly and efficiently as possible. The School will, where possible, complete an investigation into the complaint and write to the parent/carer summarising of the outcomes. The Report will be made available to the Complainant and, where relevant, the person complained about and will be available for inspection by the Headteacher within fifteen school working days. However, the length of the investigation will depend on the nature of the complaint and other factors. If the investigation is likely to exceed fifteen school working days, new time limits will be set and the Complainant sent details of the new deadline and an explanation for the delay.

## **5.0 Recording Complaints**

- 5.1 The progress of any complaint and the final outcome will be recorded by the Complaints Coordinator. These findings will be made available to the Complainant and, where relevant, the person about whom the complaint was made. The outcome will be available for inspection by the Headteacher.

A complaint may be made in person, by telephone or in writing [See Appendix B].

## **6.0 Publicising the Policy and Procedure**

- 6.1 Details of Heston Community School's Complaints Policy and Procedures are included, as appropriate, in the School Website

## **7.0 Monitoring and Evaluation**

- 7.1 The Governing Body will monitor the level and nature of complaints using the records kept by the Complaints Coordinator. Wherever possible, complaints information shared with the whole Governing Body will not name individuals. The School is committed to ongoing improvement. Therefore, as well as addressing an individual's complaints, the process of listening to and resolving complaints will contribute to school improvement. When individual complaints are heard, we will identify any underlying issues that need to be addressed. The monitoring and review of complaints by the School and the Governing Body helps us in evaluating our performance.

## **8.0 Reviewing**

- 8.1 The Governing Body will review the outcomes of the monitoring exercise on a termly basis to ensure the effectiveness of the procedure and make changes where necessary.

## **9.0 Record keeping**

- 9.1 The School will record the progress of all complaints, including information about actions taken at all stages, the stage at which the complaint was resolved, and the final outcome. The records will also include copies of letters and emails, and notes relating to meetings and phone calls.
- 9.2 The School will treat this material as confidential, hold it centrally and will only be available to view by those involved in investigating the complaint or on the review panel.
- 9.3 This is except where the Secretary of State [or someone acting on their behalf] or the Complainant requests access to records of a complaint through a freedom of information [FOI] request or through a subject access request under the terms of the Data Protection Act, or where the material must be made available during a school inspection.

- 9.4 The School will keep Records of complaints securely, only for as long as necessary and in line with data protection law, our privacy notices and Retention Schedule [included in the GDPR Policy]
- 10.5 The School will not share the details of the complaint, including the names of individuals involved, with the whole Governing Board in case a review panel needs to be organised at a later point.
- 10.6 Where the Governing Body is aware of the substance of the complaint before the review panel stage, the School will [where reasonably practicable], arrange for an independent panel to hear the complaint.
- 10.7 Complainants also have the right to request an independent panel if they believe there is likely to be bias in the proceedings. The Governing Board will make the decision to approve this request, and will not unreasonably withhold consent.

## 11.0 UNREASONABLE AND PERSISTENT COMPLAINTS

Most complaints raised will be valid, and therefore we will treat them seriously. However, a complaint may become unreasonable if the person:

- Refuses to articulate their complaint or specify the grounds of a complaint or the outcomes sought by raising the complaint, despite offers of assistance
- Refuses to co-operate with the complaints investigation process
- Refuses to accept that certain issues are not within the scope of the complaints procedure
- Insists on the complaint being dealt with in ways which are incompatible with the complaints procedure or with good practice
- Introduces trivial or irrelevant information that they expect to be taken into account and commented on
- Raises large numbers of detailed but unimportant questions, and insists they are fully answered, often immediately 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.

**Please note:** the above list is not intended to be exhaustive and is for guidance purposes only. It is at the discretion of the school what is deemed to be unreasonable.

Complainants should try to limit their communication with the school while the 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.

### **Steps we will take**

We will take every reasonable step to address the complainant's comments and give them a clear statement of our position and their options. We will maintain our role as an objective arbiter throughout the process, including when we meet with individuals. We will follow our complaints procedure as normal [as outlined above] wherever possible.

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, refer them to this policy and remind them to act in accordance with it. For complainants who excessively contact the school causing a significant level of disruption, we may:

- Give the complainant a single point of contact via an email address
- Limit the number of times the complainant can make contact, such as a fixed number per term
- Ask the complainant to engage a third party to act on their behalf, such as Citizens Advice
- Put any other strategy in place as necessary.

In response to 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 school premises and ensuring appropriate measures of support are provided to staff where they are the subject of aggression and/or violence.

## **10.2 Serial/persistent complaints**

If the complainant contacts the school again on the same issue, the correspondence may then be viewed as 'serial' or 'persistent'. We may stop responding to the complainant when the following conditions are met:

- We have taken every reasonable step to address the complainant's concerns
- The complainant has been given a clear statement of our position and their options
- The complainant contacts the school repeatedly, making substantially the same points each time.

The case to stop responding is stronger if:

- The complainant's communications are often or always abusive or aggressive
- The complainant makes insulting personal comments about or threats towards staff
- We have reason to believe the individual is contacting the school with the intention of causing disruption or inconvenience.

Where we decide to stop responding, we will inform the individual that we intend to do so. We will also explain that we will consider any new complaints they make provided the concerns raised are materially different to those raised previously and/or are unconnected to the previous concern.

### **10.3 Duplicate complaints**

If we have resolved a complaint under this procedure and receive a duplicate complaint on the same subject from a partner, family member or other individual, we will assess whether there are aspects that we had not previously considered, or any new information we need to take into account.

If we are satisfied that there are no new aspects, we will:

- Tell the new complainant that we have already investigated and responded to this issue, and that the local process is complete
- Direct them to the DfE if they are dissatisfied with our original handling of the complaint.

If a duplicate complaint is raised, which in the view of the school, warrants further consideration, the procedure outlined in section 4.4 or 4.5 [as appropriate] will be repeated.

### **10.4 Complaint campaigns**

Where the school receives a large volume of complaints about the same topic or subject, especially if these come from complainants unconnected with the school, the school may respond to these complaints by:

- Publishing a single response on the school website
- Sending a template response to all of the complainants.

If complainants are not satisfied with the school's response, or wish to pursue the complaint further, the normal procedures will apply.

## **12. Learning lessons**

The Governing Board will review any underlying issues raised by complaints with the Headteacher, to determine whether there are any improvements that the school can make to its procedures or practice to help prevent similar events in the future.

## **13. Monitoring arrangements**

The Governing Board will monitor the effectiveness of the complaints procedure in making sure that complaints are handled properly. The Governing Board will track the number and nature of complaints, and review underlying issues as stated in section 9.

The complaints records are logged and managed by the PA to the Headteacher.

This policy will be reviewed by the Headteacher every 3 years.

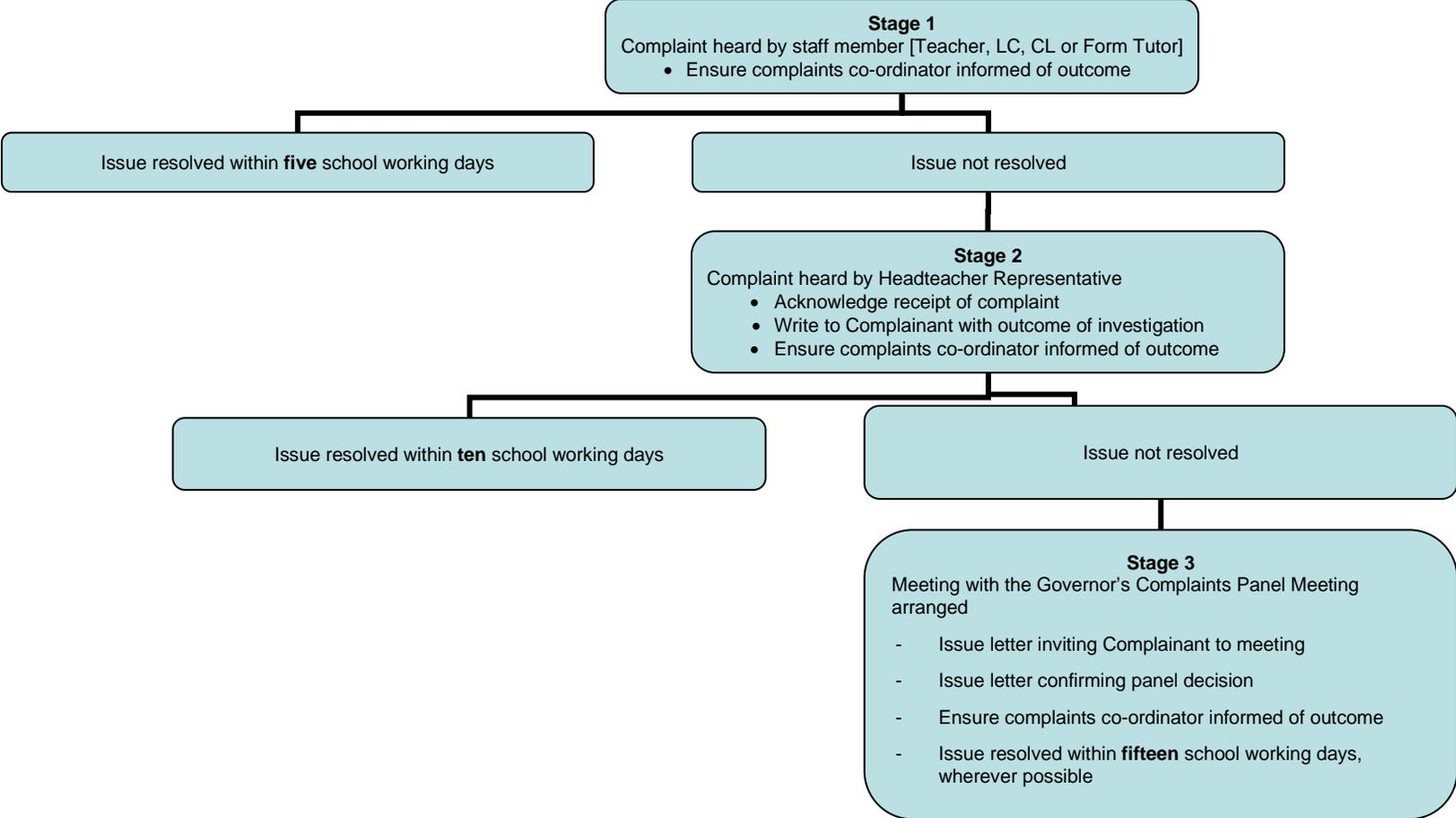
At each review, the policy will be approved by the full governing board.

## **14. Links with other policies**

Policies dealing with other forms of complaints include:

- Child protection and Safeguarding policy and procedures
- Admissions Policy
- Suspension and Permanent Exclusion Policy
- Staff Grievance Procedures
- Staff Disciplinary Procedures
- Special Educational Needs Policy and Information Report
- Privacy Notices.

**Appendix A: Flowchart for the Complaints Procedure**



## APPENDIX B: COMPLAINTS FORM

Please complete and return to the Headteacher who will acknowledge receipt and explain what action will be taken.

Your Name	
Student's Name	
Tutor Group	
Relationship to the Student	
Address	
Postcode	
Contact Number	
Details of your complaint [Please continue on separate sheet if necessary and if you are attaching additional paperwork make a note here]	
What action, if any, have you already taken to try and resolve your complaint. [Who did you speak to and what was the response?]	
What actions do you feel might resolve the problem at this stage?	
Signature	
Date	

### Official Use

Date of Acknowledgement	
By whom?	
Complaint referred to	
Date	

## APPENDIX C: CHECKLIST FOR A PANEL HEARING

The Governors' Complaints Panel needs to take the following points into account:

- The hearing is as informal as possible
- The panel must consist of at least three people who were not directly involved in the matters detailed in the complaint
- The panel must include at least one member who is independent of the management and running of the academy
- Witnesses are only required to attend for the part of the hearing in which they give their evidence
- After introductions, the Complainant is invited to explain their complaint, and be followed by their witnesses
- The Headteacher [or his/her representative] may question both the Complainant and the witnesses after each has spoken
- The Headteacher [or his/her representative] is then invited to explain the School's actions and be followed by the School's witnesses
- The Complainant may question both the Headteacher [or his/her representative] and the witnesses after each has spoken
- The panel may ask questions at any point
- The Complainant is then invited to sum up their complaint
- The Headteacher [or his/her representative] is then invited to sum up the school's actions and response to the complaint
- Both parties leave together while the panel decides on the issues
- The Chair explains that both parties will hear from the panel within a set time scale.

## **APPENDIX D: COMPLAINTS AGAINST THE HEADTEACHER, A GOVERNOR OR THE GOVERNING BOARD**

### **Stage 1: Formal**

Complaints that involve or are about the Headteacher should be addressed to the Chair of Governors, via the School Office, and marked as private and confidential.

Complaints about the Chair of Governors, any individual governor or the whole Governing Board should be addressed to the Clerk to the Governing Board via the School Office, marked as private and confidential.

If the complaint is about the Headteacher or 1 member of the Governing Board [including the Chair or Vice-chair], a suitably skilled and impartial governor will carry out the steps at Stage 1 [set out in section 7 above].

If the complaint is:

- Jointly about the Chair and Vice-Chair
- The entire Governing Board
- The majority of the Governing Board.

An independent investigator will carry out the steps in Stage 1 [set out in section 7 above]. They will be appointed by the Governing Board and will write a formal response at the end of their investigation.

### **How to escalate a complaint**

If the complainant wishes to proceed to the next stage of the procedure, they should inform the Clerk to the Governing Board in writing within five school days. Requests received outside of this timeframe will only be considered in exceptional circumstances.

Complaints can be escalated by contacting the Clerk to the Governing Board:

- By letter or email
- Over the phone
- In person
- Through a third party acting on behalf of the complainant.

The Clerk will need the details of the complaint as set out above, as well as details from the complainant on how they feel the previous stage of the procedure has not addressed their complaint sufficiently, and what they feel would resolve the complaint.

The Clerk will acknowledge receipt of the request within five school days.

### **Stage 2: Review Panel**

If the complaint is about the Headteacher or 1 member of the Governing Board [including the Chair or Vice-Chair], a committee of members of the Governing Board will hear the complaint. They will carry out the steps above.

If the complaint is:

- Jointly about the Chair and Vice-Chair
- The entire Governing Board
- The majority of the Governing Board

A committee of independent Governors will hear the complaint. They will be sourced from local schools and the Local Authority and will carry out the steps above.