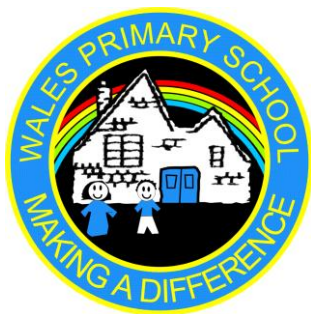


Wales Primary School Complaints Policy



Written / updated July 2022

Review July 2024

1. Statement of intent

- 1.1. Wales Primary School aims to resolve all complaints as quickly as possible and is dedicated to continuing to provide the highest quality of education possible throughout the procedure.
- 1.2. This policy has been created to deal with any complaint against a member of staff, the Governing Board, the school as a whole, relating to any aspects of the school or the provision of facilities or services.
- 1.3. Any person, including a member of the public, is able to make a complaint about the provision of facilities or services that the school provides.
- 1.4. Once a complaint has been made, it can be resolved or withdrawn at any stage by the complainant.
- 1.5. The headteacher will normally be the first point of contact when following the complaints procedure.
- 1.6. Complaints can be resolved informally or formally through this procedure, dependent on the complainant's choice. Any complaint will be taken seriously.
- 1.7. If you have difficulty discussing a concern with a particular member of staff, we will respect your views. In these cases, the headteacher, will refer you to another staff member. Similarly, if the member of staff directly involved feels unable to deal with a concern, the headteacher will refer you to another staff member. The member of staff may be more senior but does not have to be. The ability to consider the concern objectively and impartially is more important.

2. Legal framework

- 2.1. This policy has due regard to all relevant legislation including, but not limited to, the following:
 - Education Act 2002
 - Freedom of Information Act 2000
 - Immigration Act 2016
 - Equality Act 2010
 - UK General Data Protection Regulation (GDPR)
 - Data Protection Act 2018
 - The Education (Pupil Information) (England) Regulations 2005
 - The School Information (England) (Amendment) Regulations 2016
- 2.2. This policy has also due regard to guidance including, but not limited to, the following:
 - DfE (2021) 'Best practice guidance for school complaints procedures 2020'
 - HM Government (2016) 'Code of Practice on the English language requirement for public sector workers'
- 2.3. This policy operates in conjunction with the following school policies:
 - Records Management Policy
 - Child Protection and Safeguarding Policy
 - Grievance Policy
 - Exclusion Policy
 - Whistleblowing Policy

3. Definitions

- 3.1. A complaint may be defined as '*an expression of dissatisfaction however made, about actions taken or a lack of action*'.

- 3.2. A concern may be defined as *'an expression of worry or doubt over an issue considered to be important for which reassurances are sought'*. For the purposes of this policy, concerns will be treated the same as complaints.
- 3.3. A *"grievance"* is an issue raised by a member of staff where they feel the school has not implemented a policy or process fairly or properly. Grievances will be dealt with in line with the school's Grievance Policy.

4. Serial and unreasonable complaints

- 4.1. Wales Primary School is committed to dealing with all reasonable complaints fairly and impartially, and to providing a high-quality service to those who complain 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.
- 4.2. Unreasonable complaints" include:
- Vexatious complaints that:
 - Are obsessive, persistent, harassing, prolific, repetitious.
 - Insist upon pursuing unmeritorious complaints and/or unrealistic outcomes beyond all reason.
 - Insist upon pursuing meritorious complaints in an unreasonable manner.
 - Are designed to cause disruption or annoyance.
 - Demand for redress which lacks any serious purpose or value.

 - Serial or persistent complaints, which:
 - Are duplicated, sent by the same complainant once the initial complaint has been closed.
 - Are new complaints that are submitted additionally, as part of an existing open complaint, by the same complainant.

 - 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 cooperate with the complaints investigation process while still wishing their complaint to be resolved.
 - Refuses to accept that certain issues are not within the scope of a complaints procedure.
 - Insists on the complaint being dealt with in ways which are incompatible with the adopted 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 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 complaints procedure has been fully and properly implemented and completed including referral to the DfE.
 - Seeks an unrealistic outcome.
 - Makes excessive demands on school time by frequent, lengthy, complicated and stressful contact with staff regarding the complaint in person, in writing, by email and by telephone while the complaint is being dealt with

 - Or if the person making the complaint does so either face-to-face, by telephone, 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.
- By publishing unacceptable information in a variety of media, e.g. social media websites and newspapers.

- 4.3. Serial or persistent complaints will only be marked as ‘serial’ once the complainant has completed the complaints procedure. It is the complaint that will be marked as ‘serial’, meaning the complainant can complain about a separate issue if necessary.
- 4.4. For the purpose of this policy, “duplicate complaints” are identical complaints received from a complainant’s spouse, partner, grandparent or child. These complaints will not be addressed again, the individual making the second complaint will be informed that the complaint has been dealt with on a local level and if they are dissatisfied with the result, they can appeal to the DfE.
- 4.5. Any new details provided by a complainant’s spouse, partner, grandparent or child, will be investigated and dealt with in line with the complaints procedure
- 4.6. 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.
- 4.7. Whenever possible, the headteacher or chair of governors will discuss any concerns with the complainant informally before applying an ‘unreasonable’ marking.
- 4.8. 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 the school causing a significant level of disruption, the school may specify methods of communication and limit the number of contacts in a communication plan. This will usually be reviewed after six months.
- 4.9. A decision to stop responding will only be considered in circumstances where the following statements are true:
- Every reasonable step has been taken to address the complainant’s concerns.
 - The complainant has been given a clear statement of the school’s position and their options.
 - The complainant contacts the school repeatedly, making substantially the same points each time.
 - If the above criteria are met, in making a decision to stop responding the school will also consider if the complainant is often abusive or aggressive in their communication, makes insulting personal comments about or threats towards staff, and if the school believes their intent is to disrupt or inconvenience the school.
- 4.10. The school will not stop responding to a complainant on the basis that they are difficult to deal with or they ask complex questions.
- 4.11. 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 the premises.

5. Complaints campaigns

- 5.1. For the purposes of this policy, “complaints campaigns” are where the school receives large volumes of complaints that are all based on the same subject.
- 5.2. Where the school becomes the subject of a complaints campaign from complainants who are not connected with the school, a standard, single response will be published on the school’s website. If the school receives a large number of complaints about the same subject from complainants who are connected to the school, e.g. parents, each complainant will receive an individual response.
- 5.3. If complainants remain dissatisfied with the school’s response, they will be directed to the DfE.

6. Barring from the premises

- 6.1. School premises are private property and therefore any individual may be barred from entering the premises.
- 6.2. If an individual’s behaviour is cause for concern, the headteacher or chair of governors will ask the individual to leave the premises.

- 6.3. The headteacher will notify the parties involved in writing, explaining that their implied licence for access to the premises has been temporarily revoked and why, subject to any representations that the individual may wish to make.
- 6.4. The individual involved will be given the opportunity to formally express their views regarding the decision to bar them. This decision to bar will be reviewed by the chair of governors or a committee of the governing board, taking into account any discussions following the incident. If the decision is made to continue the bar, the individual will be contacted in writing, informing them of how long the bar will be in place, and when the decision will be reviewed.
- 6.5. Anyone wishing to make a complaint regarding a barring order can do so in writing, including email, to the headteacher or chair of governors.
- 6.6. Once the school's complaints procedure is completed, the only remaining avenue of appeal is through the Courts.

7. Roles and Responsibilities

- 7.1. The complainant will:
 - Cooperate with the school in seeking a solution to the complaint.
 - Express the complaint and their concerns in full at the earliest possible opportunity.
 - Promptly respond to any requests for information or meetings.
 - Ask for assistance as needed.
 - Treat any person(s) involved in the complaint with respect.

- 7.2. The complaint investigator will:
 - Ensure that all parties involved in the complaint are fully updated throughout each stage of the procedure.
 - Guarantee that all parties involved in the procedure are aware of any relevant legislation, including the Equality Act 2010, UK GDPR, Data Protection Act 2018 and Freedom of Information Act 2000.
 - Keep up-to-date records throughout the procedure – these records will be kept securely on the school's ICT system and retained in line with the school's Records Management Policy.
 - Liaise with all parties involved to ensure the complaints procedure runs smoothly, including the headteacher, clerk to governors and chair of governors.
 - Ensure, where the complainant is dissatisfied with the response, they are allowed to escalate it to the next formal stage and are provided the opportunity to complete the complaints procedure in full.
 - Be aware of issues with regards to sharing third party information.
 - Understand the complainant's need for additional support, including interpretation support, and will be aware of any issues concerning this.

- 7.3. The headteacher (or where the complaint is against the headteacher, the chair of governors) is responsible for:
 - Providing a sensitive and thorough interviewing process of the complainant to establish what has happened and who is involved.
 - Considering all records, evidence and relevant information provided.
 - Interviewing all parties that are involved in the complaint, including staff and pupils.
 - Analysing all information in a comprehensive and fair manner.
 - Liaising with the complainant and complaint investigator to clarify an appropriate resolution to the problem.
 - Identifying and recommending solutions and courses of actions to take.
 - Being mindful of timescales and ensuring all parties involved are aware of these timescales
 - Responding to the complainant in a clear and understandable manner.

- 7.4. The panel chair will:
 - Ensure that minutes of the meetings are taken on every occasion.

- Explain the remit of the panel to the complainant.
- Ensure that all issues are addressed and that outcomes are reached based on facts and evidence.
- Help to put at ease and console individuals involved who are not used to speaking at such hearings, particularly any pupils involved.
- Conduct the hearing in an informal manner, ensuring that everyone is treated with respect and courtesy.
- Ensure that the room's layout and setting is informal and non-adversarial, yet still sets the appropriate tone.
- Confirm that no member of the panel has previously been involved in the earlier stages of the procedure or has an external interest in the outcome of the proceedings.
- Give both the complainant and the school the opportunity to state their case and seek clarity without undue interruption.
- Provide copies of any written material or evidence to everyone in attendance of the meeting, ensuring that everyone has seen the necessary material.
- Organise a short adjournment of the hearing if required.
- Continuously liaise with the panel clerk and complaint investigator to ensure the procedure runs smoothly.
- Help to provide the support necessary where the complainant is a child.

7.5. All panel members will be aware that:

- The review panel meeting is independent and impartial.
- No individual with prior involvement in the complaint, or the circumstances surrounding it, is permitted to sit on the panel.
- The aim of the panel is to achieve a reasonable resolution and, ultimately, attain a harmonious reconciliation between the parties involved.
- Reconciliation between the school and complainant is not always achievable, and that it may only be possible to establish facts and make recommendations to reassure the complainant that their case has been taken seriously.
- The panel can:
 - Dismiss or uphold the complaint, in whole or in part.
 - Decide on appropriate action to be taken.
 - Recommend changes that the school can make to prevent reoccurrence of the problem.
- Complainants may feel nervous or inhibited in a formal setting and, therefore, the proceedings should be as welcoming as possible.
- When a child is present at the hearing, extra care needs to be taken to ensure that the child does not feel intimidated, as well as ensuring the child's view is represented equally.

7.6. The panel clerk will:

- Continuously liaise with the complaint investigator.
- Record the proceedings.
- Set the date, time and venue of all hearings, ensuring that this is appropriate, convenient and accessible to all parties involved.
- Collate all written material or evidence involved and send it to the parties involved in timely advance of the hearing.
- Greet all parties as they arrive at the hearing.
- Ensure that the minutes of the panel hearing are circulated.
- Notify the relevant parties of the panel's decision and any other actions to be taken.

8. How to raise a concern or make a complaint

- 8.1. Complaints are not restricted to parents or carers of children that are registered at the school. Any person, including members of the public, may make a complaint to Wales Primary School about any provision of facilities or services that we provide, unless made anonymously. Unless complaints are dealt with under separate statutory procedures (such as appeals relating to exclusions or admissions), we will use this complaints procedure.
- 8.2. A concern can be outlined in person, in writing or by telephone. Formal complaints should be made in writing. They may also be made by a third party acting on behalf on a complainant, as long as they have appropriate consent to do so.
- 8.3. Concerns should be raised with the class teacher in the first instance and then escalated to the headteacher if this is deemed appropriate. If the issue remains unresolved, the next step is to make a formal complaint.
- 8.4. Complainants 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.
- 8.5. Complaints against school staff (except the headteacher) should be made in the first instance, to the headteacher via the school office.
- 8.6. Complaints that involve or are about the headteacher should be addressed to the Chair of Governors, via the school office. Please mark them as Private and Confidential.
- 8.7. Complaints about the Chair of Governors, any individual governor or the whole governing board should be addressed to the Clerk to the Governing Body via the school office. Please mark them as Private and Confidential.
- 8.8. A Complaints Form is included at the end of this procedure. 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.
- 8.9. In accordance with equality law, we will consider making reasonable adjustments if required, to enable complainants to access and complete this complaints procedure. For instance, this will include providing information in alternative formats, assisting complainants in raising a formal complaint or holding meetings in accessible locations. These options are examples, but are not exclusive. Any request for alternative provision should be addressed, in the first instance, to the school office.

9. Anonymous complaints

- 9.1. We will not normally investigate anonymous complaints. However, the headteacher or Chair of Governors, if appropriate, will determine whether the complaint warrants an investigation.

10. Time scales

- 10.1. 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 time frame only if exceptional circumstances apply.
- 10.2. We will normally consider complaints made outside of term time to have been received on the first school day after the holiday period.

11. Scope of this Complaints Procedure

- 11.1. This procedure covers all complaints about any provision of community facilities or services by Wales Primary School, other than complaints that are dealt with under other statutory procedures, including those listed below.

Exceptions	Who to contact
Admissions to schools Statutory assessments of Special	Concerns about admissions, statutory assessments of Special Educational Needs, or school re-organisation proposals

Educational Needs School re-organisation proposals	should be raised with Rotherham Metropolitan Borough Council
Matters likely to require a Child Protection Investigation	Complaints about child protection matters are handled under our child protection and safeguarding policy and in accordance with relevant statutory guidance. If you have serious concerns, you may wish to contact the local authority designated officer (LADO) who has local responsibility for safeguarding or the Multi-Agency Safeguarding Hub (MASH). Contact LADO via MASH on 01709 336080.
Exclusion of children from school*	Further information about raising concerns about exclusion can be found at: www.gov.uk/school-discipline-exclusions/exclusions . <i>*complaints about the application of the behaviour policy can be made through the school's complaints procedure.</i>
Whistleblowing	We have an internal whistleblowing procedure for all our employees, including temporary staff and contractors. The Secretary of State for Education is the prescribed person for matters relating to education for whistleblowers in education who do not want to raise matters direct with their employer. Referrals can be made at: www.education.gov.uk/contactus . Volunteer staff who have concerns about our school should complain through the school's complaints procedure. You may also be able to complain direct to the LA or the Department for Education (see link above), depending on the substance of your complaint.
Staff grievances	Complaints from staff will be dealt with under the school's internal grievance procedures.
Staff conduct	Complaints about staff will be dealt with under the school's internal disciplinary procedures, if appropriate. Complainants will not be informed of any disciplinary action taken against a staff member as a result of a complaint. However, the complainant will be notified 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.
National Curriculum - content	Please contact the Department for Education at: www.education.gov.uk/contactus

- 11.2. 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.

- 11.3. If a complainant commences legal action against Wales Primary 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.

12. Resolving complaints

- 12.1. At each stage in the procedure, Wales Primary School wants to resolve the complaint. If appropriate, we will acknowledge that the complaint is upheld in whole or in part. In addition, we may offer one or more of the following:
- an explanation
 - an admission that the situation could have been handled differently or better
 - an assurance that we will try to ensure the event complained of will not recur
 - an explanation of the steps that have been or will be taken to help ensure that it will not happen again and an indication of the timescales within which any changes will be made
 - an undertaking to review school policies in light of the complaint
 - an apology.

13. Withdrawal of a Complaint

- 13.1. If a complainant wants to withdraw their complaint, we will ask them to confirm this in writing.

14. Complaints Procedure

A. Informal Complaint made to a member of staff

- 14.1. An informal complaint may be made in person, by telephone or in writing.
- 14.2. The member of staff the complaint has been made against can discuss the concern with the headteacher to seek support.
- 14.3. To prevent any later challenge or disagreement over what was said, brief notes of meetings and telephone calls are kept and a copy of any written response is added to the record. These notes are kept securely on the school's ICT system and, where appropriate, encrypted.
- 14.4. If the concern is about the headteacher, the complaint must be made in writing to the clerk to governors. The complainant can then be referred to the chair of governors.
- 14.5. Within 15 school days, the complainant and the relevant member of staff should discuss the issue in a respectful and informal manner to seek a mutual resolution. Notes must be taken during this discussion.
- 14.6. At this stage, the complainant will be asked what they think might resolve the issue – any acknowledgement that the school could have handled the situation better is not an admission of unlawful or negligent action.
- 14.7. If an appropriate resolution cannot be sought at this informal level, or if the complainant is dissatisfied with the outcome following the initial discussions, the complainant may wish to proceed to the next level of the procedure.

B. Formal Complaint – Stage 1

- 14.8. Formal complaints must be made to the headteacher via the school office and must be submitted on the Complaint Form. The complainant should include sufficient detail within their written complaint to allow an investigation to begin.
- 14.9. Formal complaints about the Headteacher should be submitted to the Chair of Governors.
- 14.10. Formal complaints about the Chair of Governors should be addressed to the Vice-Chair
- 14.11. Formal complaints about a majority of Board members should be submitted to the clerk to the governing board, via the school office in which case an independent investigator will be appointed by the governing board.
- 14.12. The investigator will record the date the complaint is received and will acknowledge receipt of the complaint in writing (either by letter or email) within 3 school days.

- 14.13. Within this response, the investigator will seek to clarify the nature of the complaint, ask what remains unresolved and what outcome the complainant would like to see. The investigator can consider whether a face to face meeting is the most appropriate way of doing this.

Note: The investigator may delegate the investigation to another member of the school's senior leadership team but not the decision to be taken.

- 14.14. During the investigation, the investigator will:
- if necessary, interview those involved in the matter and/or those complained of, allowing them to be accompanied if they wish
 - keep a written record of any meetings/interviews in relation to their investigation.
- 14.15. At the conclusion of their investigation, the investigator will provide a formal written response within 10 school days of the date of receipt of the complaint.
- 14.16. If the investigator is unable to meet this deadline, they will provide the complainant with an update and revised response date.
- 14.17. 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 Wales Primary School will take to resolve the complaint.
- 14.18. The investigator will advise the complainant of how to escalate their complaint should they remain dissatisfied with the outcome of Stage 1.

Formal Complaint - Stage 2

- 14.19. The complainant should submit any complaint in respect of the headteacher's investigation in writing (or via an alternative method if necessary) to the chair of governors.
- 14.20. The chair of governors will carry out an investigation and consider all available evidence. Where the chair of governors has already been involved, e.g. in complaints against the headteacher, the investigation will be carried out by the vice chair of governors.
- 14.21. The complainant and the headteacher will be informed of the outcome within 20 school days of the chair of governors receiving the complaint. The complainant will be advised of any escalation options, e.g. escalation to stage 3, and will be provided with details of this process. The complainant will also be provided with copies of minutes, subject to any necessary redactions under the Data Protection Act 2018 and the UK GDPR.
- 14.22. If the complainant is not satisfied with the manner in which the process has been followed, considers the decision to be perverse, or believes that the chair has acted unreasonably, they may request that the governing board reviews the complaint (stage four).

Formal Complaint – Stage 3 – Complaints Appeal Panel

- 14.23. Where the complainant disagrees with the outcome of Stage 2, they may request that the complaint is referred to a Complaints Appeal Panel.
- 14.24. This should be done within 10 days of the Stage 2 decision. Requests received outside of this time frame will only be considered if exceptional circumstances apply.
- 14.25. The clerk to the Board will convene a Complaints Appeal Panel comprising at least 3 members of the Governing Board (excluding the Chair, Vice Chair or any other Governing Board member who was involved in an earlier stage). Prior to the meeting, they will decide amongst themselves who will act as the Chair of the Complaints Committee.
- 14.26. If the whole governing board is aware of the substance of a complaint before the CAP has been completed, an independent panel should be arranged to hear the complaint involving independent governors through another local school or through their LA's Governor Services team, in order to make up the committee.
- 14.27. If the complainant believes there is likely to be bias in the proceedings, they reserve the right to request an independent panel – complainants should provide evidence to support their request. Where the appearance of bias is sufficient to taint the decision reached, the request will likely be granted by the governing board.

- 14.28. The clerk will write to the complainant to inform them of the date of the Appeal meeting. They will aim to convene a meeting within 10 school days of receipt of the Stage 3 request. If this is not possible, the clerk will provide an anticipated date and keep the complainant informed.
- 14.29. If the complainant rejects the offer of three proposed dates, without good reason, The clerk will decide when to hold the meeting. It will then proceed in the complainant's absence on the basis of written submissions from both parties.
- 14.30. If the complainant is invited to attend the meeting, they may bring someone along to provide support. This can be a relative or friend.
- 14.31. Neither the school nor the complainant should bring legal representation to the CAP proceedings; however, there are occasions where legal representation may be appropriate, e.g. where a school employee is a witness in a complaint, they may be entitled to bring union or legal representation.
- 14.32. Representatives from the media are not permitted to attend.
- 14.33. At least 5 school days before the meeting, the clerk will:
- confirm and notify the complainant of the date, time and venue of the meeting, ensuring that, if the complainant is invited, the dates are convenient to all parties and that the venue and proceedings are accessible
 - request copies of any further written material to be submitted to the committee at least 3 school days before the meeting.
- 14.34. Any written material will be circulated to all parties at least 3 school days before the date of the meeting. The committee will not normally accept, as evidence, recordings of conversations that were obtained covertly and without the informed consent of all parties being recorded.
- 14.35. The committee will also not review any new complaints at this stage or consider evidence unrelated to the initial complaint to be included. New complaints must be dealt with from Stage 1 of the procedure.
- 14.36. The meeting will be held in private. Electronic recordings of meetings or conversations are not normally permitted unless a complainant's own disability or special needs require it. Prior knowledge and consent of all parties attending must be sought before meetings or conversations take place. Consent will be recorded in any minutes taken.
- 14.37. The committee will consider the complaint and all the evidence presented. The committee can:
- uphold the complaint in whole or in part
 - dismiss the complaint in whole or in part.
 - If the complaint is upheld in whole or in part, the committee 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.
- 14.38. The Chair of the Committee will provide the complainant and Wales Primary School with a full explanation of their decision and the reason(s) for it, in writing, within 5 school days.
- 14.39. The letter to the complainant will include details of how to contact the Department for Education if they are dissatisfied with the way their complaint has been handled by Wales Primary School.

15. Next Steps

- 15.1. If the complainant believes the school did not handle their complaint in accordance with the published complaints procedure or they acted unlawfully or unreasonably in the exercise of their duties under education law, they can contact the Department for Education after they have completed Stage 3.
- 15.2. The Department for Education will not normally reinvestigate the substance of complaints or overturn any decisions made by Wales Primary School. They will consider whether Wales Primary School has adhered to education legislation and any statutory policies connected with the complaint.
- 15.3. The complainant can refer their complaint to the Department for Education online at: www.education.gov.uk/contactus, by telephone on: 0370 000 2288 or by writing to: Department for Education, Piccadilly Gate, Store Street, Manchester, M1 2WD.

- what steps were taken to resolve this/ease concerns by the head teacher(s)

What actions do you want to see happen to resolve the problem at this stage?

Are you attaching any paperwork? If so, please give details.

Signature:

Date:

Official use

Date acknowledgement sent:

By who:

Complaint referred to:

Date: