



Shine like Stars



LOWDHAM C of E PRIMARY

## Complaints Policy

**L**ove others – “My command is this: love each other as I have loved you.” John 15:12

**E**veryone join in – “How good and pleasant it is when God’s people live together in unity!” Psalm 133:1

**A**lways do your best – “Work at everything you do with all your heart.” Colossians 3:23

**R**each out – “Do to others as you want them to do to you.” Luke 6:31

**N**ever give up – “I can do all this by the power of Christ. He gives me strength.” Philippians 4:13

Lowdham CofE (Aided) Primary School  
Complaints Policy



## Lowdham CofE Primary School Complaints Procedure

At **Lowdham CofE Primary School**, we undertake to provide a friendly and safe environment in which pupils will be helped to achieve their potential, both academically and socially. We recognise that sometimes things can go wrong and parents, carers and members of the public may need to make a complaint or raise concerns they have with the school.

### General Principles:

- ☒ this procedure is intended to allow you to raise a concern or complaint relating to the school or the services that it provides
- ☒ an anonymous concern or complaint will not be investigated under this procedure, unless there are exceptional circumstances
- ☒ to allow for a proper investigation, concerns or complaints should be brought to the attention of the school as soon as possible. In general, the school will not consider any complaint that was raised more than 12 months after the event
- ☒ all complaints should be resolved as quickly as possible
- ☒ if a complaint is not from a parent/carer of a pupil of the school (an example being a member of the public) these should be made directly to the Headteacher, preferably in writing.
- ☒ all complaints will be recorded formally by the school in a central log.

### Raising a concern or complaint

#### Informal Stage (3 school days)

In the first instance speak directly with the member of staff concerned. This may be by letter, by telephone or in person by appointment. Many concerns can be resolved at this informal stage.

In the case of serious concerns, it may be appropriate to address them directly to the Headteacher (or to the Chair of the Governing Body, if a formal complaint is about the Headteacher).

If you are uncertain about whom to contact, please seek advice from the school office or the Clerk to the Governing Body.

#### Formal Stage – there are three formal stages:

##### Stage 1 – Headteacher (10 days – acknowledge receipt of complaint within 5 school days)

If your concern is not resolved at the informal stage you may put the complaint in writing or complete a complaints form and pass it to the Headteacher, (or to the Clerk to the Governing Body, for the attention of the Chair, if a formal complaint is about the Headteacher) who will be responsible for ensuring that your complaint is investigated appropriately. If you require support to do this you may request help from the school.

Please include details that will help the investigation, such as names of potential witnesses, dates and times of events, and copies of relevant documents.

It is important that you tell us what you would like to happen to put things right.

All complaints will be acknowledged in writing within 5 school days, a copy of the Complaints Procedure will be included.

The Headteacher (or Chair in the case of a Headteacher complaint) should invite you to a meeting to discuss your complaint. A friend, interpreter or advocate may accompany you if you wish to help you in explaining your complaint.

##### Any complaint about the Headteacher will start at Stage 2.

It is possible that your complaint will be resolved through a meeting with the Headteacher (or Chair). If not, arrangements will be made for the matter to be referred to the Complaints Governor.



**Stage 2 Chair of Governors (for a Headteacher complaint) /Complaints Governor (15 school days)**

The Complaints Governor may invite you to a further meeting to discuss your complaint and to seek a resolution. Again, if you accept that invitation, a friend, interpreter or advocate may accompany you to help you explain your complaint.

The Complaints Governor will undertake a detailed investigation of the complaint. If the complaint requires a detailed investigation, the timescale can be extended, and you will be informed of this.

If the Headteacher is the subject of the complaint, the complaint should go straight the Chair of Governors and miss out Stage 1.

If your complaint cannot be resolved within 15 working days the Complaints Governor will inform the complainant and explain why it is taking longer. Reasons for this may be that the complaint is complex and needs more time or someone involved is absent through sickness or holidays. The Complaints Governor should give a realistic timescale for when your complaint should be resolved. The Chair will inform you when it is expected that the investigation should be completed.

**Stage 3 Complaints Panel (28 school days)**

If you remain dissatisfied, you can request that the Governing Body conduct a review into the process followed by the school in dealing with your complaint.

A panel of three members of the Governing Body will form the Complaints Panel.

The panel will consider the complaint and all the evidence presented and:

- ☒ reach a unanimous, or at least a majority decision, on the complaint
- ☒ dismiss the complaint in whole or in part
- ☒ uphold the complaint in whole or in part
- ☒ decide on any appropriate action, if any, to be taken
- ☒ where appropriate, suggest changes to, or request a review of, the school’s systems or procedures to ensure that the problems of a similar nature do not happen again.

When the complaint has been fully investigated and the hearing has taken place, you should be notified of the findings in writing by the Chair of the Panel hearing the complaint or the Governor responsible for the investigation within five school days of the hearing date. You will also be informed how you can take your complaint further if still dissatisfied.

The report, with findings, should, at the same time, be published to the Chair of Governing Body who will report back to the Governing Body with a table of recommendations taken from the report.

Any complaint about the Governing Body should be delegated to a named governor (e.g. the Chair of the Governing Body), or to a complaints panel previously convened by the full Governing Body.

Reviewed and ratified by Governing body	Spring Term 2026		
Next Revision (Please highlight as appropriate)	Annual	<b>Biennial</b>	Tri-annual
To be reviewed	Spring Term 2028		