



St Leonard's C of E (A) Primary School

Complaints Procedure

Date written: **September 2025**

Date for review: **September 2026**

Headteacher: **Kirsty Cullen**

Governors: **Rev Debra Dyson**

Introduction

We believe that our school provides a good education for all our children, and that the headteacher and other staff work very hard to build positive relationships with all parents. However, the school is obliged to have procedures in place in case there are complaints by parents. The following policy sets out the procedure that the school follows in such cases.

Aims and objectives

Our school aims to be fair, open and honest when dealing with any complaint. We give careful consideration to all complaints and deal with them as swiftly as possible. We aim to resolve any complaint through dialogue and mutual understanding and, in all cases, we put the interests of the child above all other issues. We wish to provide sufficient opportunity for any complaint to be fully discussed, and then resolved.

The complaints process

Most difficulties can be resolved **informally**: -

- In the first instance any concerns should be discussed with the child's **class teacher**.
- If the situation has not been resolved, or if the concern is of a sufficiently serious nature, then an appointment should be made to see the **Headteacher**.
- If the complaint is about a member of staff, contact should be made with the **Headteacher**.
- If the complaint is about the Headteacher, then contact should be made with the **Chair of Governors**, who will do all they can to resolve the difficulty through dialogue with the school.

However if the difficulty is not resolved, then a **formal complaint** could be made.

Step 1 - The Governing Body

The complaint must be made in writing, stating the nature of the complaint and how the school has handled it so far. This should be sent to the Chair of Governors.

The Governing Body must consider all written complaints within three weeks of receipt. A meeting will be arranged to which the complainant will be invited to attend. The complainant will be given at least seven days' notice of the meeting. After hearing all the evidence, the Governors will make their decision and inform the complainant in writing. This written response will cover the following points:

- the complaint
- the scope of the investigation
- the conclusion of the investigation
- any action which has resulted

Step 2 - The role of the LA

If parents consider that the complaint wasn't investigated properly or fairly, they may raise the matter with the Local Education Authority or Secretary of State. If the governors have followed a proper procedure and considered the complaint reasonably, neither the Local Education Authority nor the Secretary of State can reverse their decision.

Monitoring and review

The governors monitor the complaints procedure, in order to ensure that all complaints are handled properly. The headteacher logs all complaints received by him/her and records how they were resolved. Governors examine this log on an annual basis.

Governors take into account any local or national decisions that affect the complaints process, and make any modifications necessary to this policy. This policy is made available to all parents, so that they can be properly informed about the complaints process.

Reviewed : September 2025

Next review: September 2026

