

<b>Name of Policy:</b> Complaints Policy	<b>Version/Last Review Date:</b> February 2021 (V3)
<b>Statutory documents linked to policy:</b> Best Practise Advice for Complaint Procedures Jan 2020 (DFE – Model Complaints Procedure <a href="https://www.gov.uk/government/publications/school-complaints-procedures">https://www.gov.uk/government/publications/school-complaints-procedures</a> ) NAHT Schools Complaints Procedures	<b>Previous review date:</b> May 2017 (V2) May 2013 (V1)
<b>Other Policies linked to this policy:</b>	<b>Next Review Date:</b> December 2024
<b>Governor Committee Responsible</b>	FGB

WNA Vision: All children will achieve their full potential, with holistic support, whilst enjoying and driving their own learning, gaining self-respect, self-esteem and self- belief. Our classroom extends to rich, exciting environments within the forest, the beach, the city and the community as a whole.

## Complaints Policy and Procedures

## CONTENTS

Introduction

Part I Roles and responsibilities

WNA complaints policy

WNA complaints procedure

WNA FlowChart

WNA Complaints procedure

Appendix A complaints recording form

Appendix B complaint closure letter – stage 1

Appendix C I complaint closure letter – stage 2

Appendix D complaints which are subject to statutory procedures

## Introduction to Policy and Procedures

This complaints procedure is not limited to parents or carers of children that are registered at the school. Any person, including members of the public, may make a complaint to West Newcastle Academy about any provision of facilities or services that we provide. Unless complaints are dealt with under separate statutory procedures (such as appeals relating to exclusions or admissions), we will use this complaints procedure.

Part I - Establishes the key roles and responsibilities in dealing with complaints about schools.

Part II – WNA complaints policy

Part III – WNA complaints procedure sets out a process covering all the stages, from informal, pre-complaint discussions

## Part I – roles and responsibilities

1.1. At WNA we understand that from time to time have to deal with complaints from parents, school neighbours and others. Fortunately, most parental concerns and complaints are resolved informally by school staff. Relatively few complaints lead to a formal process, but where they do, the procedures noted in this document are, understood and followed.

1.2. Ethos – we welcome concerns and will deal with them sensitively. What we do not accept as a complaint. It is in everyone’s interest that concerns, and complaints are resolved at the earliest possible stage. Many issues can be resolved informally, without the need to use the formal stages of the complaint’s procedure. West Newcastle Academy takes concerns seriously and will make every effort to resolve the matter as quickly as possible.

## Key responsibilities

1.3. The headteacher is responsible for making operational decisions on a daily basis about the school’s internal management and organisation. The school should make it clear that parents and others should direct concerns or complaints to the head teacher in most circumstances.

1.4. The governing body has overall responsibility for the school and for ensuring that all pupils receive an appropriate and high standard of education. The governing body must also ensure that any third-party providers offering community facilities or services through the school premises, have their own complaints procedure in place.

1.5. There are regulations that prescribe the role of governors in dealing with complaints. In general, the need to maintain a strategic overview, rather than a day-to-day operational involvement, is paramount, as is the need to provide an objective approach in the interest of the whole school community, ie. parents as well as staff.

1.6. 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 later stages of the procedure.

## Who can complain?

1.7. This policy and procedure apply to complaints made by:

- parents of pupils currently or recently (within three months) at the school;
- people who either have 'parental responsibility' for a pupil or who care for them,
- but are not the pupil's parents; and
- third parties concerned about action (or lack of action) taken by schools.

**Types of complaints NOT covered by the school complaints procedure**

1.8. It is not intended to cover those matters for which there is a specific statutory process to object, complain or appeal for example child abuse, staff discipline, special needs assessments, school admissions or exclusions (Appendix A lists the types of statutory processes and separate procedures that apply)

## **What is the difference between a complaint and a formal disciplinary procedure?**

1.9. A complaint is distinct from any formal disciplinary procedure. Staff who may be questioned as part of a complaint's procedure must be treated fairly and have an opportunity to put their case. They should be offered support before responding to any investigation into a complaint.

1.10. General complaints may involve members of staff, but any investigation into such a complaint should be seen as very distinct from the disciplinary process. General complaints should be treated as complaints against the school, unless serious allegations of misconduct are made, in which case advice should be sought.

1.11. If it becomes apparent that the complaint has the potential to be a disciplinary issue or if the complaint is against any member of staff, it is for the head teacher or designated senior member of staff or, in the case of the headteacher, the chair of governors or designated governor, to determine if it is a disciplinary or capability matter.

1.12. If this is the case, the matter will be dealt with by following the appropriate (disciplinary or capability) procedure and the complainant will be notified that this is the outcome of their complaint, i.e. 'The matter has been referred to the appropriate procedure.

## **Dealing with initial concerns**

1.13 At WNA we acknowledge there is a difference between a concern and a complaint. We aim to take informal concerns seriously at the earliest stage and hope to create an environment that supports, welcomes and respects the involvement of others.

1.14 In most cases the class teacher will receive the first approach. Being able to resolve issues on the spot, including apologising or expressing regret, where appropriate is often the best approach.

## **Dealing with formal complaints**

1.15. Formal procedures will need to be invoked when the initial attempts to resolve the issue have been unsuccessful and the complainant remains dissatisfied and wishes to take matters further.

1.16. This could be handled by any one of the following:

- the head teacher;
- an independent person agreed by the governing body;
- a designated member of staff who has the responsibility for the operation of the school's complaints procedures;
- the chair of governors; or
- a designated governor.

## **Complaints or concerns from the community**

### **Resolving and closing complaints**

1.17. At each stage in the procedure areas of agreement and misunderstandings should be identified in order to create a positive atmosphere in which to try to reach a resolution. It might be appropriate to offer one or more of the following:

- an apology or an expression of regret. Note – this is not an admission of

- liability;
- an explanation;
- an admission that the situation could have been handled differently or better.
- Note – this is not the same as an admission of negligence;
- an assurance that the event which prompted the complaint 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 considering the complaint.

### **Vexatious or persistent complaints**

1.18. However, occasionally, a complainant may remain dissatisfied despite all the procedures having been followed. It may well be a case of not being able to resolve all their concerns and meet all their wishes. Sometimes it is simply a case of 'agreeing to disagree' and moving on.

1.19. If the complainant continues to make representations or attempts to re-open the same issue, the chair of governors should inform them, in writing, that the procedures have all been followed and that all reasonable action has been taken to try to resolve the issue and that the matter is now closed. In some cases, it may be necessary to seek support from the LA /or legal services

Part IV – Further guidance – provides a useful definition of vexatious or persistent behaviour that may help determine the correct course of action.

1.20. Threats involving the media and/or legal action should be treated respectfully, whilst reassuring the person that the school will respond to any letters or approaches from the media or solicitors in the normal way.

1.21 Occasionally, the behaviour of a complainant can pose a threat to the school community. If this occurs, a warning letter to the person threatening to ban him or her from the premises should be sufficient to stop any unwelcome behaviour. In extreme cases, it may be necessary for the chair of governors to impose an actual ban on the person. Schools should take further advice from their legal services representative.

### **Monitoring complaints**

1.22 WNA records and monitors all complaints to identify issues and allow any lessons to be learned by the school. The headteacher provides this termly to the governing body. The governing body monitors all complaints which reach formal stage two receive a report at the end of the process.

## **Part 2 Complaints policy**

1. This policy statement sets out WNA's approach to dealing with concerns and complaints. Further details of how we handle them are contained in our procedures document, which is within the body of this document.

2. We value good home/school relations and will, therefore, do everything we can to establish and maintain them. This includes seeking to resolve any concerns or complaints promptly, and to the satisfaction of all concerned.

3. We welcome feedback on what parents feel we do well, or not so well, as a school. We will consider carefully all feedback, whether positive or negative, and will review our policies and practices accordingly.

4. We will treat all concerns and complaints seriously and courteously and will advise parents and others of the school's procedures for dealing with their concerns. In return, we expect parents and other complainants to behave respectfully

towards all members of the school community. Any disagreement with the school should not be expressed inappropriately or in front of pupils.

5. All school staff and members of the governing body, will receive a copy of this policy statement and will be familiar with the school's procedures for dealing with parental concerns and complaints, to which they will have access as required. The policy is available on the website or on request from the school office.

6. The school's procedures will be reviewed regularly and updated, as necessary.

7. Staff and governors will receive training in handling parental concerns and complaints as appropriate.

8. Whilst we will seek to resolve concerns and complaints to the satisfaction of all parties, it may not be possible to achieve this in every case. We will, therefore, use our option to close a complaint before all the stages of the school's procedures have been exhausted, if this appears to be appropriate.

### **Part 3 WNA complaints procedures**

The majority of concerns from parents, carers and others are handled under the following general procedures.

The procedure is divided into three stages.

The informal stage aims to resolve the concern through informal contact at the appropriate level in school.

Stage one is the first formal stage at which written complaints are considered by the head teacher or the designated governor, who has special responsibility for dealing with complaints.

Stage two is the next stage once stage one has been worked through. It involves a complaints appeal panel of governors.

How each of these stages operates is shown in the flow chart below and explained in more detail following this:

FLOW CHART (pg)

### **WNA procedures for dealing with complaints**

The majority of concerns from parents, carers and others are handled under the following general procedures.

The procedure is divided into three stages.

- The informal stage aims to resolve the concern through informal contact at the appropriate level in school.
- Stage one is the first formal stage at which written complaints are considered by the head teacher or the designated governor.
- Stage two is the next stage once stage one has been worked through. It involves a complaints appeal panel of governors.

How each of these stages operates is explained below:

### **Informal stage – your initial contact with the school**

1. A concern or complaint can be made in person, in writing or by telephone. 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.

2. We will not normally investigate anonymous complaints. However, the headteacher or Chair of Governors, if appropriate, will determine whether the complaint warrants an investigation.
3. 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 if exceptional circumstances apply.
4. We will consider complaints made outside of term time to have been received on the first school day after the holiday period.
5. 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.
6. If a complainant commences legal action against West Newcastle Academy 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.
7. Many concerns will be dealt with informally when you make them known to us. The first point of contact should be your child's teacher. A concern or complaint can be made in person, in writing or by telephone. They may also be made by a third party acting on behalf of a complainant, as long as they have appropriate consent to do so.
8. Once your concern is made known to us, we will see you, or contact you by telephone or in writing, as soon as possible. If it is necessary, all members of staff know how to refer to the appropriate person with responsibility for your particular issues. He or she will make a clear note of the details and will check later to make sure that the matter has been followed up.
9. Any actions or monitoring of the situation that has been agreed, will be communicated clearly and we will confirm this in writing to you.
10. If necessary, we will contact appropriate people who may be able to assist us with our enquiries into your concern.
11. We will normally update you on the progress of our enquiries within ten school days. Once we have responded to your concern, you will have the opportunity of asking for the matter to be considered further.
12. If you are still dissatisfied following this informal approach, your concern will become a formal complaint and we will deal with it at the next stage.

## **Stage one - formal consideration of your complaint**

This stage in our procedures deals with written complaints. It applies where you are not happy with the informal approach to dealing with your concern, as outlined above.

1. Normally, your written complaint should be addressed to the head teacher. If, however, your complaint concerns the head teacher personally, it should be sent to the school marked "for the attention of the chair of governors".

If the complaint is about the headteacher, or a member of the governing body (including the Chair or Vice-Chair), a suitably skilled governor will be appointed to complete all the actions at Stage 1.

Complaints about the headteacher or member of the governing body must be made to the Clerk, via the school office.

If the complaint is:

- jointly about the Chair and Vice Chair or
- the entire governing body or

- the majority of the governing body

Stage 1 will be considered by an independent investigator appointed by the governing body. At the conclusion of their investigation, the independent investigator will provide a formal written response.

2. We will acknowledge your complaint in writing as soon as possible after receiving it. This will be within three school days.
3. We will enclose a copy of these procedures with the acknowledgement.
4. Normally we would expect to respond in full within 15 school days but if this is not possible, we will write to explain the reason for the delay and let you know when we hope to be able to provide a full response.
5. As part of our consideration of your complaint, we may invite you to a meeting to discuss the complaint and fill in any details required. If you wish, you can ask someone to accompany you to help you explain the reasons for your complaint.
6. The headteacher, or chair of governors may also be accompanied by a suitable person if they wish.
7. Following the meeting, the headteacher, investigating officer or chair of governors will, where necessary, talk to witnesses and take statements from others involved. If the complaint centres on a pupil, we will talk to the pupil concerned and, where appropriate, others present at the time of the incident in question.
8. We will normally talk to pupils with a parent or carer present, unless this would delay the investigation of a serious or urgent complaint, or where a pupil has specifically said that he or she would prefer the parent or carer not to be involved. In such circumstances, we will ensure that another member of staff, with whom the pupil feels comfortable, is present.
9. If the complaint is against a member of staff, it will be dealt with under the school's internal confidential procedures, as required by law.
10. The headteacher or chair of governors [designated governor] will keep written/typed, signed and dated records of all meetings and telephone conversations, and other related documentation.
11. Once we have established all the relevant facts, we will send you a written response to your complaint. This will give an explanation of the headteacher's or chair of governor's decision and the reasons for it. If follow-up action is needed, we will indicate what we are proposing to do. We may invite you to a meeting to discuss the outcome as part of our commitment to building and maintaining good relations with you.
12. The person investigating your complaint may decide that we have done all we can to resolve the complaint, in which case we may use our discretion to close the complaint at this point. Please see the next page for further information about this process.
13. If you are unhappy with the way in which we reached our conclusions, you may wish to proceed to stage two, as described below.
14. If a complainant wants to withdraw their complaint, we will ask them to confirm this in writing.
15. At each stage in the procedure, West Newcastle Academy 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.

### **Stage two - consideration by a governors' appeal panel**

If the complaint has already been through stage one and you are not happy with the outcome as a result of the way in which the complaint has been handled, you can take it further to a governors' appeal panel. This is a formal process, and the ultimate recourse at school level.

The purpose of this arrangement is to give you the chance to present your arguments in front of a panel of governors who have no prior knowledge of the details of the case and who can, therefore, consider it without prejudice.

However, the aim of a panel is not to rehear the complaint. It is there to review how the complaint has been investigated and to determine whether this has been conducted fairly. It is there to establish facts and make recommendations which will reassure you that we have taken the complaint seriously.

The governors appeal panel operates according to the following formal procedures:

1. The governing body will convene a panel of three governors and will aim to arrange for the panel meeting to take place within 20 school days.
2. You will be asked whether you wish to provide any further written documentation in support of your appeal.
3. The headteacher or complaint investigator will be asked to prepare a written report for the panel. The panel can request additional information from other sources if necessary.
4. You will be informed, at least five school days in advance, of the date, time and place of the meeting. We hope you will feel comfortable with the meeting taking place in the school, but we will do what we can to make alternative arrangements if you prefer.
5. With the letter, you will receive any relevant correspondence or reports regarding stage one and you will be asked whether you wish to submit further written evidence to the panel.
6. The letter will explain what will happen at the panel meeting and that you are entitled to be accompanied to the meeting. The choice of person to accompany you is your own, but it is usually best to involve someone in whom you have confidence but who is not directly connected with the school. They are there to give you support but also to witness the proceedings and to speak on your behalf if you wish.
7. If it is necessary in the interests of the ratifying the investigative process, the complaint investigator may, with the agreement of the chair of the panel, invite relevant witnesses directly involved in matters raised by you to attend the meeting.
8. The chair of the panel will bear in mind that the formal nature of the meeting can be intimidating for you and will do his or her best to put you at your ease.
9. As a general rule, no evidence or witnesses previously undisclosed should be introduced into the meeting by any of the participants. If either party wishes to do so, the meeting will be adjourned so that the other party has a fair opportunity to consider and respond to the new evidence.

10. The chair of the panel will ensure that the meeting is properly recorded. Please understand that any decision to share the minutes with you, the complainant, is a matter for the panel's discretion and you do not have an automatic right to see or receive a copy as the minutes are the property of the governing body. Since such minutes usually name individuals, they are understandably of a sensitive and, therefore, confidential nature.

11. Normally, the written outcome of the panel meeting, which will be sent to you, should give you all the information you require. If, however, you feel that you would like to have a copy of the minutes it would be helpful if you could indicate this in advance. If the panel is happy for the minutes to be copied to you, the clerk can then be asked maintain confidentiality in the minutes.

12. During the meeting, you can expect there to be opportunities for:

- the panel to hear you explain your case and your argument for why it should be heard at stage two;
- the panel to hear the complaint investigator's case in response;
- you to raise questions via the chair;
- you to be questioned by the complaint investigator through the chair;
- the panel members to be able to question you and the complaint investigator; and
- you and the headteacher to make a final statement.

13. In closing the meeting, the chair will explain that the panel will now consider its decision and that written notice of the decision will be sent to you and the headteacher within three school days. All participants other than the panel and the clerk will then leave.

14. The panel will then consider the complaint and all the evidence presented in order to:

- reach a unanimous, or at least a majority, decision on the case;
- decide on the appropriate action to be taken, if necessary; and
- recommend, where appropriate, to the governing body changes to the school's systems or procedures to ensure that similar problems do not happen again.

15. The clerk will send you and the headteacher a letter outlining the decision of the panel.

16. We will keep a copy of all correspondence and notes on file in the school's records but separate from pupils' personal records.

### **Closure of complaints**

Very occasionally, a school will feel that it needs, regretfully, to close a complaint where the complainant is still dissatisfied.

We, and the local authority where appropriate, will do all we can to help to resolve a complaint against the school but sometimes it is simply not possible to meet all of the complainant's wishes. Sometimes it is simply a case of "agreeing to disagree".

If a complainant persists in making representations to the school – to the head teacher, designated governor, chair of governors or anyone else, this can be extremely time-consuming and can detract from our responsibility to look after the interests of all the children in our care.

For this reason, we are entitled to close correspondence (including personal approaches, as well as letters and telephone calls) on a complaint where we feel that we have taken all reasonable action to resolve the complaint and that the complaint has exhausted our official process. The local authority will support us in this position, and especially where the complainant's action is causing distress to staff and/or pupils.

In exceptional circumstances, closure may occur before a complaint has reached stage two of the procedures described in this document. This is because a complaints panel takes considerable time and effort to set up and we must be sure that it is likely to assist the process of investigating the complaint. The chair of governors [the designated governor] may decide, therefore, that every reasonable action has been undertaken to resolve the complaint and that a complaint review panel would not help to move things forward.

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 2.

The Department for Education will not normally reinvestigate the substance of complaints or overturn any decisions made by West Newcastle Academy. They will consider whether West Newcastle Academy has adhered to education legislation and any statutory policies connected with the complaint.

The complainant can refer their complaint to the Department for Education online at: [www.education.gov.uk/contactus](http://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.

## Scope of this Complaints Procedure

This procedure covers all complaints about any provision of community facilities or services by West Newcastle Academy other than complaints that are dealt with under other statutory procedures, including those listed below.

Exceptions	Who to contact
<ul style="list-style-type: none"> <li>Admissions to schools</li> <li>Statutory assessments of Special Educational Needs</li> <li>School re-organisation proposals</li> </ul>	<p>Concerns about admissions, statutory assessments of Special Educational Needs, or school re-organisation proposals should be raised with &lt;insert local authority details&gt;</p>
<ul style="list-style-type: none"> <li>Matters likely to require a Child Protection Investigation</li> </ul>	<p>Complaints about child protection matters are handled under our child protection and safeguarding policy and in accordance with relevant statutory guidance.</p> <p>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). &lt;insert LADO/MASH details&gt;.</p>
<ul style="list-style-type: none"> <li>Exclusion of children from school*</li> </ul>	<p>Further information about raising concerns about exclusion can be found at: <a href="http://www.gov.uk/school-discipline-exclusions/exclusions">www.gov.uk/school-discipline-exclusions/exclusions</a>.</p>

	<i>*complaints about the application of the behaviour policy can be made through the school's complaints procedure. &lt;link to school behaviour policy&gt;.</i>
<ul style="list-style-type: none"> <li>Whistleblowing</li> </ul>	<p>We have an internal whistleblowing procedure for all our employees, including temporary staff and contractors.</p> <p>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: <a href="http://www.education.gov.uk/contactus">www.education.gov.uk/contactus</a>.</p> <p>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.</p>
<ul style="list-style-type: none"> <li>Staff grievances</li> </ul>	Complaints from staff will be dealt with under the school's internal grievance procedures.
<ul style="list-style-type: none"> <li>Staff conduct</li> </ul>	<p>Complaints about staff will be dealt with under the school's internal disciplinary procedures, if appropriate.</p> <p>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.</p>
<ul style="list-style-type: none"> <li>Complaints about services provided by other providers who may use school premises or facilities</li> </ul>	Providers should have their own complaints procedure to deal with complaints about service. Please contact them direct.
<ul style="list-style-type: none"> <li>National Curriculum - content</li> </ul>	Please contact the Department for Education at: <a href="http://www.education.gov.uk/contactus">www.education.gov.uk/contactus</a>

Please complete and return to The School Office who will acknowledge receipt and explain what action will be taken.

<b>Your name:</b>
<b>Pupil's name (if relevant):</b>
<b>Your relationship to the pupil (if relevant):</b>
<b>Address: Postcode:</b>
<b>Day time telephone number:</b>
<b>Evening telephone number:</b>
<b>Please give details of your complaint, including whether you have spoken to anybody at the school about it.</b>

What actions do you feel might resolve the problem at this stage?

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

Signature:

Date:

Official use

Date acknowledgement sent:

By whom:

Date:

## ***Appendix B Complaint closure letter – stage 1***

### **CLOSURE LETTER FOR FORMAL STAGE 1 – HEADTEACHER**

Dear Mr and Mrs X,

FORMAL STAGE 1 COMPLAINT ABOUT Y AND SCHOOL Z

Thank you for your letter dated.... From your letter(s) it is clear that you are still unhappy with the situation. As a result I have decided to have the matter investigated as part of formal stage one of the school's complaints procedure.

You complain that :

summary of complaint to be stated. State each point separately.

I have completed my investigation and can offer the following response(s) on each of the points you have raised.

1. Concerning your complaint that ....
2. Concerning your complaint that ....

It is important that you are clear about what action the school has taken at each stage of the process so far:

#### Informal stage

State what action was taken in response and the outcome of this.

#### Formal stage one

State what investigative action was taken in response and the outcome of this, including any remedial action to be taken if complaint is upheld.

I hope this response answers your concerns. Please let me know if you wish me to clarify any points.

In the meantime, if you are still not satisfied with my reply, there is a further stage of the complaints procedure that you can follow. This formal stage two is a review by a panel of governors who will look at the way in which your complaint has been dealt with. The panel will not, however, rehear the whole case.

To go to the next formal stage two, you should write to the chair of governors within ten days of the receipt of this letter, giving your reasons why you wish to take your complaint further. If you are still not satisfied with the results of the formal stage two panel of governors, you can complain to the local education authority who will carry out an investigation into the way in which your complaint has been handled.

Yours sincerely,

## ***Appendix C Model complaint closure letter – stage two***

### MODEL CLOSURE LETTER FOR FORMAL STAGE TWO - GOVERNORS PANEL

Dear Mrs and Mrs

FORMAL STAGE 2 COMPLAINT ABOUT Y AND SCHOOL Z

The panel met on ...date...to hear your appeal regarding your complaint which can be summarised as follows:

That so and so/the school did/said/did not,...

#### Legal or administrative background

State any legal or administrative background to the case, including any legislation relevant to the investigation.

#### The investigation

Set out the key facts about the complaint, the findings and conclusions from the formal stage one investigation, and any continuing concerns.

#### Conclusion

Set out the findings of the panel

#### Panel decision

#### Outcome of the decision

Please let me know if you wish me to clarify any points for you. In the meantime, if you remain dissatisfied with the way in which your complaint has been dealt with, you can use useful links

Yours sincerely

### Complaints which are subject to statutory procedures

Some areas of complaint are subject to statutory procedures and there is clear guidance on how such issues should be dealt with. These include;

- admissions
- child protection
- drugs
- equalities
- exclusions
- health and safety
- sex education
- national curriculum
- religious worship
- special educational needs
- staff capability
- staff discipline
- staff grievance
- racist incidents \*
- 

The headteacher will in most cases determine which if any of these statutory procedures apply.

If one of these statutory procedures needs to be invoked at some point during the investigation of a more general complaint the complaints procedure should be suspended until the statutory procedure has been concluded.

\* although racist incidents are subject to a statutory procedure, the Race Relations Amendment Act 2000, this does not necessitate the complaints procedure being suspended. However, there is a duty for local authorities to monitor racist incidents.