



Complaints Policy

March 2026

'EXCELLENCE WITH COMPASSION'

*'Love the Lord your God with all your heart and with all your soul and with all your mind and with all your strength.
And love your neighbour as yourself.'* (Mark 12:30-31)

RESPECT | HONESTY | FORGIVENESS | FEELING SAFE | LOVE | CURIOSITY

Introduction:

At St Mary's Bryanston Square CE Primary School we have a strong commitment towards working in positive partnership with the whole school community. A school is a busy place where there are many interactions between pupils, parents, carers and staff as part of the everyday life of the school. We have an ethos of respecting and caring for all members of the school community and we work hard to instil this in our children. From time to time something may go wrong, or you may think we can do something better. Where any concerns are raised we aim to resolve these as quickly and as efficiently as possible (please see our school Concerns Procedure). Usually concerns that are raised can be resolved very quickly through the school's day to day communication between parents and the school staff. Where a parent may feel that an issue has not been dealt with appropriately it is important, for all involved, that there is a clear and transparent process for a complaint to be looked into and followed up.

The school's Complaints Procedure is devised with the intention that it will:

- usually be possible to resolve problems by informal means;
- be simple to use and understand;
- treat complaints confidentially;
- allow problems to be handled swiftly;
- inform future practice so that a problem is unlikely to recur;
- ensure that the school's attitude to a pupil will never be affected by a parental complaint;
- discourage anonymous complaints;
- actively encourage strong home-school links;
- ensure that any person complained against has equal rights with the person making the complaint;
- reaffirm the partnership between parents, staff and governors as we work together for the good of the pupils in the school;
- be regularly reviewed

This complaints procedure is published on the school website and is available in paper form on request from the school office. The school will make reasonable adjustments to ensure that the procedure is accessible to all members of the community.

Guidance Notes:

Please read these guidance notes before raising a complaint.

Who can make a complaint? 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 St Mary's Bryanston Square CE Primary about any 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.

The difference between a concern and a complaint: A concern can be defined as 'an expression of worry or doubt for which reassurances are sought'. A complaint may be defined as 'an expression of dissatisfaction however made, about actions taken or a lack of action'. 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 complaints procedure.

How to raise a concern or make a complaint: A concern or complaint can be made in person, in writing or by telephone. It may also be made by a third party acting on behalf on a complainant, as long as they have appropriate consent to do so. Concerns should be raised with either the Class Teacher or Head of School. If the issue remains unresolved, the next step is to make a formal complaint.

Use of AI-Generated Complaints

The school recognises that written communication can sometimes lead to misunderstanding, particularly where complex or sensitive issues are being discussed. The school has noted an increasing reliance on AI-generated correspondence, which can result in loss of context, clarity and mutual understanding.

The school recognises that some complainants may use digital tools, including AI-assisted writing tools, to help draft correspondence. Where written communication makes it difficult to understand the substance of a concern or complaint, the school may request a meeting (in person or online) to ensure that the issues are clearly understood and fairly considered.

Complaints against Staff

Complaints against school staff (except the Executive Headteacher) should be made in the first instance, to Executive Headteacher via the school office. Please mark them as Private and Confidential. Complaints that involve or are about the Executive Headteacher should be addressed to the Chair of Governors, via the school office. Please mark them as Private and Confidential.

Complaints about the Chair of Governors, any individual governor or the whole governing body should be addressed to the Clerk to the Governing Body via the school office. Please mark them as Private and Confidential.

Please do not approach individual governors to raise concerns or complaints. They have no power to act on an individual basis and it may prevent them from considering complaints at a later stage.

For ease of use, a template complaint 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.

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, providing information in alternative formats, assisting complainants in raising a formal complaint or holding meetings in accessible locations.

Anonymous complaints:

We will not normally investigate anonymous complaints. However, the Executive Headteacher and/or Chair of Governors, if appropriate, will determine whether the complaint warrants an investigation.

Time scales:

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 in exceptional circumstances.

Complaints received outside of term time:

We will consider complaints made outside of term time to have been received on the first school day after the holiday period.

Scope of this Complaints Procedure:

Some issues have associated statutory procedures and cannot be dealt with under our Complaints Procedure. These are listed below.

Issue	Who to contact
• Admissions to schools • Statutory assessments of Special Educational Needs • School re-organisation proposals	Concerns about admissions, statutory assessments of Special Educational Needs, or school re- organisation proposals should be raised with Westminster City 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). Westminster - accesstochildrensservices@westminster.gov.uk or tel: 020 7641 4000 For MASH general enquiries please contact the Tri-Borough MASH Team Manager, or talk to the designated MASH lead for your agency.
• Exclusion of children from school*	Further information about raising concerns about exclusion can be found at: www.gov.uk/school-discipline/exclusions/exclusions. *complaints about the application of the behaviour policy can be made through the school's complaints procedure.
• 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.
• Staff grievances	Complaints from staff will be dealt with under the school's internal grievance procedures.
• Staff conduct	Complaints about staff conduct 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 organisations who use school premises or facilities	Providers should have their own complaints procedure. Please contact them direct.
• National Curriculum - content	Please contact the Department for Education at: www.education.gov.uk/contactus

Legal considerations:

If other bodies are investigating aspects of the complaint, for example the police, local authority (LA) safeguarding teams or Tribunals, this may affect 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. If a complainant commences legal action against St Mary's Bryanston Square CE Primary in relation to the complaint, we will consider whether to suspend the complaints procedure in relation to their complaint until those legal proceedings have concluded.

Resolving complaints:

At each stage in the procedure, St Mary's Bryanston Square CE Primary 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
- access to mediation.

Withdrawal of a Complaint: If you wish to withdraw your complaint, we will ask you to confirm this in writing.

Stages in the complaints procedure:

➤ **Informal: (Informal Resolution)**

If you have a concern we would like you to tell us about it so that we can talk with you and see how best to resolve the issue. The majority of concerns can be resolved informally by speaking to a member of staff. Whatever your concern, please know that we shall treat it as strictly confidential and that our support and respect for you and your child will not be affected. Please contact your child's class teacher/form tutor (delete as appropriate), or other appropriate member of staff, and arrange a time when you can discuss the issue. It may be possible for you to see the member of staff straight away but normally it is better to make an appointment so that you can sit and talk things through. It may be possible to give a response immediately, but where any investigation or information is required, a response will be given within five school days.

➤ **Formal Stage 1: (Formal Complaint)**

If you have not resolved your issue by informal means, or you wish to refer it directly to a formal process you should contact the Head of School. If your complaint is about the Head of School, you should contact the Executive Headteacher or Chair of Governors c/o the school. It is helpful if you can give a brief outline of your concern on the school's complaints form. *Note: The Executive Headteacher may delegate the investigation to another member of the school's senior leadership team but not the decision to be taken.*

During the investigation, the Head of School/ Executive Headteacher (or investigator) will:

- if necessary, interview those involved in the matter and/or those complained of, allowing them to be accompanied if they wish to keep a written record of any meetings/interviews in relation to their investigation.

At the conclusion of the investigation, the Head of School/ Executive Headteacher will provide a formal written response within **10** school days of the date of receipt of the complaint.

If the Head of School/Executive Headteacher is unable to meet this deadline, they will provide the complainant with an update and revised response date. Where appropriate, it will include details of actions

St Mary's Bryanston Square CE Primary will take to resolve the complaint. The Head of School/Executive Headteacher will advise the complainant of how to escalate their complaint if they are dissatisfied with the outcome of Stage 1.

If the complaint is about the Head of School/Executive 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.

➤ **Formal Stage 2: (Governing Body Review)**

If following Stage 1 you still have concerns you may ask for your complaint to be considered by a complaints committee of the governing body by writing to the Clerk to the Governors c/o the school. The committee will be formed of three governors with no prior involvement. They will listen to you, to the Head of School/Executive Headteacher and, if appropriate, any others involved and come to a decision. You may bring a friend to the hearing if you wish.

A request to escalate to Stage 2 must be made to the Clerk, via the school office, within 10 school days of receipt of the Stage 1 response. Requests received outside this time frame will only be considered in exceptional circumstances. **The Clerk to the Governing Body will organise the panel hearing, circulate relevant documentation to all parties, take a record of the proceedings and ensure that the panel process is conducted fairly.** The Clerk will write to the complainant to inform them of the date of the committee meeting. They will aim to convene a meeting within 10 school days of receipt of the Stage 2 request. If this is not possible, the Clerk will provide an anticipated date and keep the complainant informed.

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.

The complaints committee will consist of at least three governors. **Panel members will have had no prior involvement in the complaint and will be selected to ensure independence, impartiality and the avoidance of any conflict of interest.** Prior to the meeting, they will decide amongst themselves who will act as the Chair of the Complaints Committee. If there are fewer than three governors from St Mary's Bryanston Square CE Primary available, the Clerk will source any additional, independent governors through another local school or through their LA's Governor Services team, in order to make up the committee.

You are entitled to bring someone along to the complaints committee for support. This can be a relative or friend. We do not encourage either party to bring legal representatives to the committee meeting. However, there may be occasions when legal representation is appropriate - for instance, if a school employee is called as a witness, they may be supported by union and/or legal representation. Representatives from the media are not permitted to attend.

Any written material will be circulated to all parties at least **10** school days before the date of the meeting. The committee will not normally accept, as evidence, recordings of conversations that were obtained

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covertly and without the informed consent of all parties being recorded.

The committee will also not review any new complaints or consider evidence unrelated to the initial complaint. New complaints must be dealt with from Stage 1 of the procedure.

The meeting will be held in private. Electronic recordings of meetings or conversations are not permitted unless a complainant's own disability or special needs require it. In this case the school will make appropriate arrangements and prior knowledge and consent of all parties must be sought. Consent will be recorded in any minutes taken.

The committee will consider the complaint and all the evidence presented. The committee can:

- uphold the complaint in whole or in part, or dismiss the complaint in whole or in part.

Where appropriate, the panel may also make recommendations to the governing body or school leadership regarding improvements to school procedures or practice.

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.

The Chair of the Committee will provide the complainant and St Mary's Bryanston Square CE Primary with a full explanation of their decision and the reason(s) for it, in writing, within **10** school days. 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 St Mary's Bryanston Square CE Primary School.

If the complaint is about:

- the Chair and Vice Chair jointly or
- the entire governing body or
- the majority of the governing body

Stage 2 will be heard by a committee of independent governors. 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 St Mary's Bryanston Square CE Primary will take to resolve the complaint. The response will also advise the complainant of how to escalate their complaint should they remain dissatisfied.

Social Media:

The school encourages complainants to raise concerns directly through this complaints procedure so that issues can be addressed fairly and promptly. Public discussion of complaints on social media may make resolution more difficult. Complaints will be dealt with confidentially for those involved, and we expect complainants to observe confidentiality also.

Staff conduct complaints:

If it is determined that staff disciplinary or capability proceedings are necessary in order to resolve the issue, the details of this action will remain confidential to the Head of School/Executive Headteacher and/or the individual's line manager. The complainant is entitled to be informed that action is being taken and the eventual outcome of any such action, but they are not entitled to participate in the proceedings or receive any detail about them.

Serial and unreasonable complaints:

We hope that our procedures will enable complaints and concerns to be resolved amicably. Very

occasionally schools experience unreasonable and unacceptable behaviour in relation to complaints or repetition of issues after the complaints procedure has run its course. St Mary's Bryanston Square CE Primary School has adopted the DfE model policy for these circumstances.

Recording Complaints

The school will keep a written record of all complaints received, whether they are resolved at the informal or formal stage. Records will include:

- the date the complaint was received
- the nature of the complaint
- actions taken by the school
- whether the complaint was upheld

Records will be retained in accordance with the school's data protection and record retention policies.

Next Steps

If the complainant believes the school did not handle their complaint in accordance with the published complaints procedure or they acted unlawfully or unreasonably, 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 St Mary's Bryanston Square CE Primary. They will consider whether St Mary's Bryanston Square CE Primary has adhered to education legislation and any statutory policies connected with the complaint. The complainant can refer their complaint to the Department for and contact the Department for Education's **School Complaints Unit (SCU)**.