



## Complaints Policy for Hayes School

Owner (job role):	Governance & Policy Manager
Approval Body:	Trust Board
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**Inspire, Respect, Flourish.**

Version	Approval Date	Summary of Changes
1	7/7/22	New IMAT Policy
2	15/12/22	<p>Clarifying that the independent panel member is likely to be a Governor serving on another IMAT school governing body</p> <p>Amending the days allowed to convene the panel (from 15 to 20)</p> <p>Clarifying who can be brought to the panel</p> <p>Clarifying regarding when an online panel might be permitted</p> <p>Clarifying process regarding stage 3 panel minutes</p> <p>Clarifying the constitution of the panel</p> <p>Clarifying contact details</p>
3.	20/11/24	<p>Updated front sheet and dates, reviewed content</p> <p>Minor changes made to contact information and minor amendments</p> <p>Noting the timeframe for acknowledging a stage 1 informal complaint on page 8</p> <p>Increasing the maximum time to investigate a stage 1 complaint from 5 to 10 days on page 8</p> <p>Slight update to who will investigate at stage 2 on page 10</p> <p>Clarifying timings for requesting evidence for the panel on page 12 and on page 16</p> <p>Adding a notification about a Trust policy on page 20</p>
4.	2/1/25	Minor amendment on page 13 to post panel process
5.	22/9/25	Minor date changes and contact details updated

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At our Academy we work hard to establish and maintain good relationships with everyone in the school community. Occasionally, expectations are not met, and issues need to be resolved. This policy sets out how we will deal with any concerns or complaints raised.

## **Legislation and guidance**

This policy meets the requirements set out in part 7 of Schedule 1 to the Education (Independent School Standards) Regulations 2014, which states that the academy must have and make available a written procedure to deal with complaints from parents of pupils at the academy. It is also based on guidance published by the Education and Skills Funding Agency on creating a complaints procedure that complies with the above regulations as well as referring to good practice guidance from the Department for Education.

## **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 our 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.

## **Third Party Providers**

If your complaint relates to the service provided by a third party on school premises, for example, an after-school club run by an outside agency, you should use the complaints procedure of the external provider and not this procedure. Contact details of outside providers can be obtained from the school office should you require them.

## **Multiple Complaints regarding the same incident**

Occasionally, we may receive a number of complaints all based on the same subject. Where this happens, we will consider whether, they should be dealt with as a single complaint or as separate complaints. Generally, where the complaints are based on the same facts and circumstances, they will all be dealt with together, using the process below. When managing multiple complaints based on the same subject together, we may consider sending a single response to all complainants.

## **The difference between a concern and a complaint**

A concern may be defined as ‘an expression of worry or doubt over an issue considered to be important 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. We take concerns seriously and will make every effort to resolve the matter as quickly as possible.

If you have difficulty discussing a concern with a particular member of staff, we will respect your views. In these cases, Jackie Frampton, Office Manager will refer you to another staff member. Similarly, if the member of staff directly involved feels unable to deal with a concern, Jackie Frampton 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.

We understand however, that there are occasions when people would like to raise their concerns formally. In this case, we will attempt to resolve the issue internally, through the stages outlined within this complaints' procedure.

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

## **How to make a complaint**

Complaints against school staff (except the head teacher) should be made in the first instance, to Jackie Frampton via the school office [postmaster@hayes.bromley.sch.uk](mailto:postmaster@hayes.bromley.sch.uk) Please mark it as Private and Confidential.

Complaints against the Head Teacher should be addressed to Janice Pigott, Chair of Governors and the CEO, Sarah Lewis, via [clerk@imat.uk](mailto:clerk@imat.uk) Please mark it as Private and Confidential.

Complaints about the Chair of Governors, any individual governor or the whole governing body should be addressed to the Trust Governance Team [clerk@imat.uk](mailto:clerk@imat.uk) Please mark it as Private and Confidential.

Complaints about the Chief Executive Officer (CEO) or a Trustee of the Trust, should be addressed to the Chair of Trustees via the Trust Governance Team [clerk@imat.uk](mailto:clerk@imat.uk) Please mark it as Private and Confidential.

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 a third-party organisation for example 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 head teacher 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 if exceptional circumstances apply.

## **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**

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

Exceptions	Who to contact
Admissions to schools	Concerns about admissions should be handled through a separate process – either through the appeals process or via the local authority. Please see details of our Admission Appeals process on the school website.
Matters likely to require a Child Protection Investigation	<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) Gemma Taylor, via <a href="mailto:LADO@bromley.gov.uk">LADO@bromley.gov.uk</a>, who has local responsibility for safeguarding or the Multi-Agency Safeguarding Hub (MASH).</p>
Exclusion of children from school*	<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> <p>*complaints about the application of the behaviour policy can be made through the school’s complaints procedure.</p>
Whistleblowing	<p>We have an internal whistleblowing procedure for all our employees, including temporary staff and contractors. Please see our Trust website policy page for details.</p> <p>The Secretary of State for Education is the prescribed person for matters relating to education for whistle-blowers in education who do not want to raise matters direct with their employer. Referrals can be made at: <a href="https://www.gov.uk/contact-dfe">https://www.gov.uk/contact-dfe</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>
Staff grievances	Complaints from staff will be dealt with under the school’s internal grievance procedures. The grievance policy is available on the Trust website’s policy page.
Staff conduct	<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>

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. If this happens, we will inform you of a proposed new timescale.

If a complainant commences legal action against our Academy in relation to their complaint, we will consider whether to suspend the complaints procedure until those legal proceedings have concluded.

### **Resolving complaints**

At each stage in the procedure, we want 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.

### **Withdrawal of a complaint**

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

## **Stages of a complaint**

### **Stage 1 – Informal concerns**

It is to be hoped that most concerns can be expressed and resolved on an informal basis.

Concerns should be raised with either the form tutor/ subject head or Achievement Coordinator/Head of Department. 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 3 of the procedure.

The head teacher / named person will record the date the complaint is received and will acknowledge receipt of the complaint in writing (by email) within 3 school days.

At the conclusion of their investigation, the appropriate person investigating the concern will provide an informal written response as quickly as possible and within 10 school days of the date of receipt of the informal complaint.

If the issue remains unresolved, the next step is to make a formal complaint.

## Stage 2 – Formal complaint

### For all complaints that are not about the Head Teacher or a member of the Governing Body

Formal complaints must be made to the head teacher (unless they are about the head teacher – see below) or the named person in this policy, via the school office (provide contact details) . This may be done in person or in writing (preferably on the Complaint Form).

The head teacher / named person 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.

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

Note: The head teacher / named person 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 teacher (or 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.

At the conclusion of their investigation, the head teacher will provide a formal written response within 15 school days of the date of receipt of the complaint. If the head teacher is unable to meet this deadline, they will provide the complainant with an update and revised response date.

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 we will take to resolve the complaint.

The head teacher / named person will advise the complainant of how to escalate their complaint should they remain dissatisfied with the outcome of Stage 2.

For complaints that are about the Head Teacher or a member of the Governing Body

If the complaint is about the head teacher, either the CEO, or the Chair of Governors, will investigate. If either the CEO or the Chair of Governors have been involved in the complaint previously then the matter will be referred to another Governor or a Trustee.

If the complaint is about 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 2.

Complaints about the Head Teacher or member of the Governing Body must be made to the Trust Governance Team [clerk@imat.uk](mailto:clerk@imat.uk)

If the complaint is:

- Jointly about the Chair and Vice Chair; or
- The entire governing body; or
- The majority of the governing body

Stage 2 will be escalated to the Trust Governance Team.

### Stage 3 – Panel Hearing

This is the final stage of the complaints procedure.

If the complainant is dissatisfied with the outcome at Stage 2 and wishes to take the matter further, they can escalate the complaint to Stage 3 – a panel hearing consisting of at least three people. Those wishing to escalate their complaint to stage 3 must do so within 10 school days of receiving their stage 2 response.

#### Stage 3 Complaints Panel Membership

For most Stage 3 Complaints Panels:

- Two members of the Panel will be school Governors who are not directly involved in the matters detailed in the complaint and have no knowledge of it
- One panel member will be independent of the management and running of the school but is likely to be a governor serving on another IMAT Trust School Governing Body.

However, if the complaint is:

- Jointly about the Chair and Vice Chair; or
- The entire governing body; or
- The majority of the governing body

Then the Stage 3 Panel will be heard by a panel of two Trustees and an independent panel member.

A complainant may bring someone along to the panel meeting to provide support. This can be a relative or friend. The school does not allow either party to bring legal representatives to the committee meeting. Parents may be asked to confirm that they will not attend the Stage 3 Complaints Panel with legal representation.

There may be occasions when legal representation is appropriate for a staff member. For instance, if a school employee is called as a witness in a complaint meeting, they may wish to be supported by union and/or legal representation.

Note: Complaints about staff conduct will not generally be handled under this complaints procedure. Complainants will be advised that any staff conduct complaints will be considered under (Human Resources) staff disciplinary procedures, if appropriate, but outcomes will not be shared with them.

Representatives from the media are not permitted to attend.

The Head Teacher will always attend a Stage 3 Complaints Panel to represent the school. In exceptional circumstances, a Deputy Head Teacher could attend in the Head Teacher's place, but not if they have led on the Stage 2 investigation.

The individual who conducted the Stage 2 investigation may be invited to attend the Stage 3 Complaints Panel.

### Stage 3 Panel process

A request to escalate to Stage 3 must be made to the Clerk, via the school office [postmaster@hayes.bromley.sch.uk](mailto:postmaster@hayes.bromley.sch.uk) within 10 school days of receipt of the Stage 2 response. Requests received outside of this time frame will only be considered if exceptional circumstances apply.

Within this request, please ensure that you explain why: 1) you are not satisfied with the Stage 2 outcome, and 2) you are escalating it to Stage 3.

The Clerk will record the date the complaint is received and acknowledge receipt of the complaint in writing (either by letter or email) within 5 school days.

The Clerk will write to the complainant to inform them of the date of the meeting. They will aim to convene a meeting within 20 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.

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.

### Timings

At least 10 school days before the meeting, the Clerk will request copies of any further written material to be submitted to the committee

At least 7 school days before the meeting, the Clerk will confirm and notify the complainant and the school of the date, time and venue of the meeting, ensuring that, if the complainant and school is invited, the dates are convenient to all parties and that the venue and proceedings are accessible.

Any written material will be circulated to all parties at least 5 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.

The Stage 3 Complaints Panel 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.

The meeting will be held in private and face to face. A virtual (online) Stage 3 Complaints Panel will only be considered if the parent, Head Teacher or a Panel Member has a disability or a special set of circumstances that means that they cannot meet safely face to face.

Electronic recordings of meetings or conversations are not 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.

The Stage 3 Complaints Panel 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, make findings and recommendations, and ensure that a copy of these findings and recommendations are available for inspection on the school premises by the proprietor and the head teacher.

The Chair of the Stage 3 Complaints Panel will provide the complainant and the Academy with a full explanation of their decision and the reason(s) for it, in writing, within 5 school days.

The letter to the complainant will include details of how to contact the Department for Education (DfE) if they are dissatisfied with the way their complaint has been handled.

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 the Academy will take to resolve the complaint.

The panel will ensure that those findings and recommendations are sent by electronic mail or otherwise given to the complainant and, where relevant, the person complained about. Furthermore, they will be available for inspection on the school premises by the proprietor and the head teacher.

Minutes from the Stage 3 Panel are the Panel's own notes of the proceedings. Minutes are not intended to be a verbatim record of the meeting. Rather, they are intended to capture the main discussion points, questions, answers and actions. Once agreed by the Stage 3 panel members and its Chair, minutes will not be changed, unless personal data is recorded incorrectly. Stage 3 Panel minutes are not sent to parents or the school for amendment or comment in advance of them being agreed.

A written record will be kept of all complaints, and of whether they are resolved at the preliminary stage or proceed to a panel hearing.

## **Complaints escalated to / about the Trust, CEO or Trustee**

If a complaint is escalated to Impact Multi Academy Trust (“the trust”) or if a complainant wishes to complain directly about the Trust, then the complaint should be sent to the CEO to be investigated.

The CEO will write to the complainant acknowledging the complaint within 3 school days of the date that the written request was received. The acknowledgement will confirm that the complaint will now be investigated under Stage 2 of this Complaints Policy and will confirm the date for providing a response to the complainant.

Following the investigation, the CEO will write to the complainant confirming the outcome within 15 school days of the date that the letter was received. If this time limit cannot be met, the CEO will write to the Complainant, as soon as possible, explaining the reason for the delay and providing a revised date.

If the complaint concerns the CEO or a Trustee, the complaint should be investigated by the Chair of the Trust Board. If a formal complaint form is received about the Chair, the complaint will be referred to the Vice Chair for investigation.

NB. Where the Chair of the Trust Board has investigated the complaint, they will write the letter of outcome to the Complainant and provide a copy to the CEO.

If the complainant is not satisfied with the outcome of the previous stage, the complainant should write to the Trust Governance Team ([clerk@imat.uk](mailto:clerk@imat.uk)) asking for the complaint to be heard before a Complaint Panel, within 10 school days.

The Governance Team will record the date the complaint is received and acknowledge receipt of the complaint in writing (either by letter or email) within 5 school days.

Requests received outside of this time frame will only be considered if exceptional circumstances apply.

A Clerk will be appointed and will write to the complainant to inform them of the date of the meeting. They will aim to convene a meeting within 20 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.

### Stage 3 Complaints Panel membership

The Stage 3 Complaint Panel will consist of three members.

None of the three members of the Complaint Panel will have been involved in the incidents or events which led to the complaint; or have been involved in dealing with the complaint in the previous stages; or have any detailed prior knowledge of the complaint.

One of the Complaint Panel members will be independent of the management and running of the Academy Trust. This means that the independent Complaint Panel member will not be a Trustee, School Governor or an employee of the Trust. The DfE recommends that this person should be entirely independent of the Trust.

However, if the complaint is:

- Jointly about the Chair and Vice Chair; or
- The entire trust board; or
- The majority of the trust board

then the Stage 3 Complaints Panel will be heard by a completely independent committee panel.

A complainant may bring someone along to the panel meeting to provide support. This can be a relative or friend. The Trust does not allow parents to bring legal representatives to the committee meeting. Parents may be asked to confirm that they will not attend the Stage 3 Complaints Panel with legal representatives. There may be occasions when legal representation is appropriate for a staff member. For instance, if a trust employee is called as a witness in a complaint meeting, they may wish to be supported by union and/or legal representation.

Note: Complaints about staff conduct will not generally be handled under this complaints procedure. Complainants will be advised that any staff conduct complaints will be considered under staff disciplinary procedures, if appropriate, but outcomes will not be shared with them.

Representatives from the media are not permitted to attend.

#### Stage 3 Panel process

At least 10 school days before the meeting the Clerk will request copies of any further written material to be submitted to the committee

At least 7 school days before the meeting, the Clerk will confirm and notify the complainant and the school of the date, time and venue of the meeting, ensuring that, if the complainant and school is invited, the dates are convenient to all parties and that the venue and proceedings are accessible.

Any written material will be circulated to all parties at least 5 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.

The Stage 3 Complaints Panel 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.

The meeting will be held in private and face to face. A virtual (online) Stage 3 Complaints Panel will only be considered if the parent, Head Teacher or a Panel Member has a disability or a special set of circumstances that means that they cannot meet safely face to face.

Electronic recordings of meetings or conversations are not 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.

The Stage 3 Complaints Panel 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.

The Chair of the Committee will provide the complainant and Impact Multi Academy Trust with a full explanation of their decision and the reason(s) for it, in writing, within 5 school days.

The letter to the complainant will include details of how to contact the DfE if they are dissatisfied with the way their complaint has been handled by Impact Multi Academy Trust.

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 Impact Multi Academy Trust will take to resolve the complaint.

The panel will ensure that those findings and recommendations are sent by electronic mail or otherwise given to the complainant and, where relevant, the person complained about.

Minutes from the Stage 3 Panel are the Panel's own notes of the proceedings. Minutes are not intended to be a verbatim record of the meeting. Rather, they are intended to capture the main discussion points, questions, answers and actions. Once agreed by the Stage 3 panel members and its Chair, minutes will not be changed, unless personal data is recorded incorrectly. Stage 3 Panel minutes are not sent to parents or the school for amendment or comment in advance of them being agreed.

A written record will be kept of all complaints, and of whether they are resolved at the preliminary stage or proceed to a panel hearing.

## Next Steps

If the complainant believes the school / trust 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 DfE after they have completed Stage 3.

The DfE will not normally reinvestigate the substance of complaints or overturn any decisions made by the Trust / Academy. They will consider whether the Trust / Academy has adhered to education legislation and any statutory policies connected with the complaint and whether they have followed Part 7 of the Education (Independent School Standards) Regulations 2014.

The complainant can refer their complaint to the DfE online at: [www.education.gov.uk/contactus](http://www.education.gov.uk/contactus), by telephone on: 0370 000 2288 or by writing to:

Academy Complaints and Customer Insight Unit  
Education and Skills Funding Agency  
Cheylesmore House  
5 Quinton Road  
Coventry  
CV1 2WT

## Managing serial and persistent complaints

Our Academy is committed to dealing with all complaints fairly and impartially, and to providing a high quality service to those who complain. We will not normally limit the contact complainants have with our Academy. 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.

Complainants should try to limit their communication with the Academy that relates to their complaint, while the 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.

Our Academy defines unreasonable behaviour as that which hinders our consideration of complaints because of the frequency or nature of the complainant's contact with the school, such as, if the complainant:

- 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 co-operate with the complaint investigation process.
- Refuses to accept that certain issues are not within the scope of the complaint procedure.
- Insists on the complaint being dealt with in ways which are incompatible with the complaint procedure or with good practice.
- Introduces trivial or irrelevant information which they expect to be taken into account and commented on.
- 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 the complaint where the school's complaint procedure has been fully and properly implemented and completed including referral to the Department for Education.
- Seeks an unrealistic outcome.
- Makes excessive demands on school time by frequent, lengthy and complicated contact with staff regarding the complaint in person, in writing, by email and by telephone while the complaint is being dealt with.

- Uses threats to intimidate.
- Uses abusive, offensive or discriminatory language or violence.
- Knowingly provides falsified information.
- Publishes unacceptable information on social media or other public forums.

Whenever possible, the Head Teacher or Chair of Governors will discuss any concerns with the complainant informally before applying an 'unreasonable' marking.

If the behaviour continues, the Head Teacher will write to the complainant explaining that their behaviour is unreasonable and ask them to change it. For complainants who excessively contact our Academy causing a significant level of disruption, we may specify methods of communication, for example restrict the individual to a single point of contact via an email address and limit the number of contacts in a communication plan. This will be reviewed after six months. Please see the Trust's Policy, Parental Behaviour and Responding to Unacceptable Behaviour, which is available on the Trust's website.

In response to any serious incident of aggression or violence, we will immediately inform the police and communicate our actions in writing. This may include barring an individual from our Academy.

## Appendix 1 - Complaint Form

Please complete and return to Jackie Frampton, Office Manager [postmaster@hayes.bromley.sch.uk](mailto:postmaster@hayes.bromley.sch.uk) who will acknowledge receipt and explain what action will be taken.

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

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:

Complaint referred to:

Action taken:

Date:

## Appendix 2 - Roles and Responsibilities

### Complainant

The complainant will receive a more effective response to the complaint if they:

- Explain the complaint in full as early as possible.
- Co-operate with the Academy in seeking a solution to the complaint.
- Respond promptly to requests for information or meetings or in agreeing the details of the complaint.
- Ask for assistance as needed.
- Treat all those involved in the complaint with respect.
- Refrain from publicising the details of their complaint on social media and respect confidentiality.

### Investigator

The investigator's role is to establish the facts relevant to the complaint by:

- Providing a comprehensive, open, transparent and fair consideration of the complaint through:
  - o Sensitive and thorough interviewing of the complainant to establish what has happened and who has been involved.
  - o Interviewing staff and children/young people and other people relevant to the complaint.
  - o Consideration of records and other relevant information.
  - o Analysing information.
- Liaising with the complainant and the school lead as appropriate to clarify what the complainant feels would put things right.
- The investigator should:
  - o Conduct interviews with an open mind and be prepared to persist in the questioning.
  - o Keep notes of interviews or arrange for an independent note taker to record minutes of the meeting.
  - o Ensure that any papers produced during the investigation are kept securely pending any appeal.
  - o Be mindful of the timescales to respond.

- o Prepare a comprehensive report for the head teacher or complaints committee that sets out the facts, identifies solutions and recommends courses of action to resolve problems.
- The head teacher or complaints committee will then determine whether to uphold or dismiss the complaint and communicate that decision to the complainant, providing the appropriate escalation details.

### **Clerk to the Governing Body / Trust Board**

The Clerk is the contact point for the complainant and the committee and should:

- Ensure that the complainant is fully updated at each stage of the procedure.
- Liaise with staff members, head teacher, CEO, Chair of Governors, Chair of Trust or the Clerk and to ensure the smooth running of the complaints procedure.
- Be aware of issues regarding:
  - o Sharing third party information.
  - o Additional support. This may be needed by complainants when making a complaint including interpretation support or where the complainant is a child or young person.
- Keep records.
- Ensure that all people involved in the complaint procedure are aware of their legal rights and duties, including any under legislation relating to school complaints, education law, the Equality Act 2010, the Freedom of Information Act 2000, the Data Protection Act (DPA) 2018 and the General Data Protection Regulations (GDPR.)
- Set the date, time and venue of the meeting, ensuring that the dates are convenient to all parties (if they are invited to attend) and that the venue and proceedings are accessible.
- Collate any written material relevant to the complaint (for example: stage 1 paperwork, school and complainant submissions) and send it to the parties in advance of the meeting within an agreed timescale.
- Record the proceedings.
- Circulate the minutes of the meeting.
- Notify all parties of the committee's decision.

### **Committee Chair**

The committee's chair, who is nominated in advance of the complaint meeting, should ensure that:

- Both parties are asked (via the Clerk) to provide any additional information relating to the complaint by a specified date in advance of the meeting.

- The meeting is conducted in an informal manner, is not adversarial, and that, if all parties are invited to attend, everyone is treated with respect and courtesy.
- Complainants who may not be used to speaking at such a meeting are put at ease. This is particularly important if the complainant is a child/young person.
- The remit of the committee is explained to the complainant.
- Written material is seen by everyone in attendance, provided it does not breach confidentiality or any individual's rights to privacy under the DPA 2018 or GDPR.
- If a new issue arises it would be useful to give everyone the opportunity to consider and comment upon it; this may require a short adjournment of the meeting.
- Both the complainant and the school are given the opportunity to make their case and seek clarity, either through written submissions ahead of the meeting or verbally in the meeting itself.
- The issues are addressed.
- Key findings of fact are made.
- The committee is open-minded and acts independently.
- No member of the committee has an external interest in the outcome of the proceedings or any involvement in an earlier stage of the procedure.
- The meeting is minuted.
- They liaise with the Clerk (and complaints co-ordinator, if the school has one).

### **Committee Member**

Committee members should be aware that:

- The meeting must be independent and impartial and should be seen to be so. No governor / trustee may sit on the committee if they have had a prior involvement in the complaint or in the circumstances surrounding it.
- The aim of the meeting should be to resolve the complaint and achieve reconciliation between the school and the complainant. We recognise that the complainant might not be satisfied with the outcome if the meeting does not find in their favour. It may only be possible to establish the facts and make recommendations.
- Many complainants will feel nervous and inhibited in a formal setting. Parents/carers often feel emotional when discussing an issue that affects their child.
- Extra care needs to be taken when the complainant is a child/young person and present during all or part of the meeting. Careful consideration of the atmosphere and proceedings should ensure that the child/young person does not feel intimidated. The committee should respect the views of the child/young person and give them equal consideration to those of adults.

If the child/young person is the complainant, the committee should ask in advance if any support is needed to help them present their complaint. Where the child/young person's parent is the complainant, the committee should give the parent the opportunity to say which parts of the meeting, if any, the child/young person needs to attend. However, the parent should be advised that agreement might not always be possible if the parent wishes the child/young person to attend a part of the meeting that the committee considers is not in the child/young person's best interests.

- The welfare of the child/young person is paramount.