



**ST PAUL'S (C OF E) PRIMARY SCHOOL**  
**Complaints Policy**  
**FAITH – HOPE - LOVE**

**Reviewed September 2025**  
**Next Review September 2026**

## **St. Paul's Church of England Primary School**

### **Complaints Policy**

***It is important that parents/carers, staff and governors have a policy and procedure for concerns and complaints which is understood by all.***

***By this policy we hope to:***

Reaffirm the partnership between parents/carers, staff and governors as they work together for the good of the pupils in the school

Ensure that it is easy for parents/carers to inform the staff and governors of any concerns they may have

Ensure that staff and governors will respond positively and quickly to complaints from parents

***Our Intentions:***

All concerns or complaints will be dealt with honestly, politely and in confidence

All concerns or complaints will be investigated thoroughly, fairly and as quickly as possible. (Please see Complaints Procedure)

The school's attitude to a pupil will never be affected by a parental/carer complaint

All staff will be made aware of this policy and the accompanying procedure

Equal rights will be given to the person complained against and the person making the complaint

The school will avoid directly involving pupils in a complaints procedure

The school will regularly review its system for monitoring concerns and complaints received from parents

The school will make every effort to keep to timescales, however some flexibility must be allowed to meet particular circumstances

***Advice for Parents/carers:***

If you have a concern about anything we do you can tell us by telephone, in person or in writing. If any of these are difficult for you, a friend or adviser can speak to us on your behalf.

Most concerns or complaints will be sorted out quickly either by addressing the issue or by explaining the school's actions to you.

Try to go to the member of staff involved or your child's class teacher who will either deal with your issue or pass you onto someone who is more able to help.

Please remember the beginning or end of the school day can be a very busy time. If you talk to a teacher at these times, for practical reasons, it may not be possible to sort things out there and then. Be ready for the teacher to say she or he will telephone you or see you as soon as possible. This is because we want to give your worries the attention they deserve. You should not be asked to wait more than a week and often she or he will discuss things with you much sooner.

If you have already told us about a concern but are not satisfied with how we have responded, you may wish to make a complaint.

We have a complaints procedure to make sure we respond to complaints in the best possible way. Our aim is to resolve complaints as quickly and as effectively as possible.

The complaints procedure will tell you exactly what will happen and how long it should all take.

***About us:***

St. Paul's is a voluntary aided Church of England School for children aged 3 to 11.

St. Paul's Primary School is first and foremost a Church of England foundation which strives to offer all pupils, staff, parents/carers and friends the experience of a living, caring and worshipping community. We aim to work in partnership with family and parish communities, complementing and supporting all on their faith journey.

We are concerned with the development of the whole child: spiritually, intellectually, socially, emotionally and physically. Therefore, whilst the school provides for a broad and balanced curriculum to meet the needs of pupils of all abilities, a major aim is to enable all pupils to develop an understanding of themselves, of others and of society in general.

We are committed to an equal opportunities policy and will stand firm in the rejection of all prejudice. We strive to develop a community where mutual respect reigns, where value is placed on social and cultural diversity, where personal standards of behaviour and work are high and where all grow to recognise their responsibilities, both to themselves and to others.

## **Complaints Procedure**

These stages are in line with guidelines provided by Southwark Diocesan Board of Education.

***Informal Stage***

Discussion of concerns with class teacher.

For children with SEND, please discuss your concern with the SENCO/Inclusion Lead.

If not satisfied parents/carers may ask to discuss concerns with the Headteacher. An appointment can be made via the school office – 02077034896.

If still not satisfied parents/carers may make a formal complaint in writing to the Headteacher. If they wish, parents/carers may complete a Complaints Form, available from the office, in preference to a letter.

### ***Formal Stage***

On receipt of a formal complaint the Headteacher will investigate.

The Headteacher will notify the outcome of the investigation to the parents/carers, saying that if they are not satisfied, they may send a written complaint to the Chair of the governing body.

The Chair of the governing body will then investigate.

The Chair will send a written summary of findings to parents/carers together with his/her decision.

If the parents/carers are not happy with the Chair's decision they may ask for the matter to be referred to the governing body's Complaints Committee.

Following a referral by the Chair of Governors, the Complaints Committee considers the complaint by listening to all parties involved, and reaches a decision; the parents/carers are informed of the decision. The committee's decision is final.

Some matters, such as Safeguarding (child protection), are the responsibility of the Local Authority rather than the governing body. The Headteacher will clarify this for parents/carers during discussion in the Informal Stage.

## Time Scales

| <b>Description of Stages</b> |                                                                                                                                                                                                                                                                                                                    | <b>Recommended number of school days after receipt of complaint</b> |
|------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------|
| <b>Informal Stage</b>        |                                                                                                                                                                                                                                                                                                                    |                                                                     |
| 1                            | Parent/carers discusses concerns with Class teacher.                                                                                                                                                                                                                                                               | As soon as possible                                                 |
| 2                            | If parents/carers are still unsatisfied a meeting may be arranged with Headteacher.                                                                                                                                                                                                                                | 10 days                                                             |
| <b>Formal Stage</b>          |                                                                                                                                                                                                                                                                                                                    |                                                                     |
| 1                            | Acknowledgment by the Headteacher of receipt of a written complaint. (Letter or complaints form.)                                                                                                                                                                                                                  | Within 3 days                                                       |
| 2                            | Investigation by Headteacher which would normally include meeting the parents/carers.                                                                                                                                                                                                                              | Within 7 days or at a mutually agreed time                          |
| 3                            | Headteacher sends written notification of the outcome of the investigation to the parents/carers. The parents/carers are told that if they are not satisfied they may send a written complain to the Chair of the governing body. The Headteacher may wish to refer the matter to the Chair of the governing body. | Normally within 10 days                                             |
| 4                            | Chair of the governing body, or a designated governor, acknowledged receipt of a written complaint, saying the matter will be investigated and indicating timings. The complaint is investigated.                                                                                                                  | Within 3 days<br><br>Normally within 10 days                        |
| 5                            | Chair of the governing body sends a summary of findings and a decision to the parents/carers. The parents/carers are told that if they are not satisfied that they may ask the matter to be referred to the governors' Complaints Committee.                                                                       | Within 5 days of receipt of Chair's letter                          |
| 6                            | Governors' Complaints Committee considers the complaint. Complaint and head's report of investigation sent to all taking part 5 days before the meeting.                                                                                                                                                           | Within 15 days of the head's referral (see 3 above)                 |
| 7                            | Decision of governors' Complaints Committee notified to parents/carers.                                                                                                                                                                                                                                            | Within 2 days of meeting                                            |

Notes;

*School days are when the pupils are attending: staff INSET days are not included.*

*Counting begins on the school day after receipt.*

*If the Headteacher is the subject of a complaint, the Chair of the governing body or a nominated governor would undertake an investigation.*

St. Paul's Church of England Primary School

Formal Complaint Form

Please complete and return to the Headteacher who will explain what action will be taken

Your Name:

Pupil's Name:

Your relationship to the pupil:

Address:

Postcode:

Daytime telephone number:

Evening telephone number:

e-mail address:

Please give details of your complaint:

What action, if any, have you already taken to try to resolve your complaint?  
(Who did you speak to and what was the response?)

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 who:

Complaint referred to:

Date: