



Statutory Policy

Complaint

Responsibility of	Executive Committee
Reviewed	September 2025
To be reviewed by	September 2026

GENERAL COMPLAINT PROCEDURE

If any person including a Governor has a specific complaint concerning a pupil or teacher at the school this procedure will apply: -

STAGE 1 - Informal Resolution

The complaint must first be raised with the class teacher concerned to clarify the situation and to try to reach an early mutually acceptable resolution.

Should the complaint be about the conduct of a particular teacher the matter should be raised in the first instance with the Headteacher who will investigate the complaint and provide a written response.

Should the complaint be about the curriculum a separate procedure applies.

STAGE 2 - Professional Investigation

Should the complainant be dissatisfied with the resolution proposed at stage 1 they may ask for a Professional Investigation of their complaint.

To escalate to this stage the complainant must write to the Headteacher giving details of the complaint and the reasons why they are dissatisfied with the stage 1 resolution.

The Headteacher will appoint a senior member of staff to carry out the investigation on his/her behalf and respond to the complainant within 28 days of receiving the written notification.

This stage or any subsequent stage does not apply to complaints about the conduct of a particular teacher as should there be a need to investigate the investigations would be carried out under the school staff discipline procedures, which remain in the professional domain with the hearing and appeal being heard by a panel of governors. Disciplinary action is taken at the discretion of the Headteacher.

Should the complaint be about the curriculum a separate procedure applies.

STAGE 3 - Review by the Governing Body

Should the complainant remain dissatisfied with the outcome of the professional investigation stage they have the right to request a review by a panel of Governors.

To escalate to this stage the complainant must write to the Chair of the Governing Body at the school address requesting the review and giving their reasons for being dissatisfied with the outcome at Stage 2.

On receiving a review request the Chair will call a meeting of the Governing Body complaints panel comprising of no fewer than two governors to hear the complaint.

Dependent upon the nature of the complaint the panel may invite the complainant to attend the meeting to present their complaint and the Headteacher or other investigating officer to present their findings.

The decision of the Governing Body complaints panel will be final in most cases. The main exceptions are exclusions, curriculum and admissions where separate procedures are available.

Complaints concerning the Headteacher or the Governing Body

Any complaint concerning the Headteacher or the Governing Body should be referred to the Chair of Governors.

The Chair of Governors should appoint an investigator from outside the Governing Body to investigate the complaint and prepare a report for the Complaints Panel. (Community Schools should contact the LEA who will provide a professional investigator to conduct the investigation.)

The Complaints Panel should consider the report of the professional investigator, representations from the Headteacher and the complainant in coming to their decision. To this end the Complaints Panel may chose to invite written representations or invite the Headteacher and the complainant to attend the meeting to make oral representations. It is important that both parties are given the opportunity to make representations to the Complaints Panel.