Overley Hall School

Complaints and Compliments Policy and Procedure

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Aims

Our school aims to meet its statutory obligations when responding to complaints from parents of pupils at the school, and others.

When responding to complaints, we aim to:

- Be impartial and non-adversarial
- Facilitate a full and fair investigation by an independent person or panel, where necessary
- Address all the points at issue and provide an effective and prompt response
- Respect complainants' desire for confidentiality
- Treat complainants with respect and courtesy
- Make sure that any decisions we make are lawful, rational, reasonable, fair and proportionate, in line with the principles of administrative law
- Keep complainants informed of the progress of the complaints process
- Consider how the complaint can feed into school improvement evaluation processes

We try to resolve concerns or complaints by informal means wherever possible. Where this is not possible, formal procedures will be followed.

The school will aim to give the complainant the opportunity to complete the complaints procedure in full.

To support this, we will make sure we publicise the existence of this policy and make it available on the school website.

Throughout the process, we will be sensitive to the needs of all parties involved, and make any reasonable adjustments needed to accommodate individuals.

Legislation and guidance

This document meets the requirements set out in part 7 of the schedule to the Education (Independent School Standards) Regulations 2014, which states that we must have and make available a written procedure to deal with complaints from parents of pupils at the school.

This document meets the requirements of section 35 of the schedule to the Education (Non-Maintained Special Schools) (England) Regulations 2011, which states that non-maintained special schools must have and make available a written procedure to deal with complaints relating to their school.

It also refers to good practice guidance on setting up complaints procedures from the Department for Education (DfE).

Definitions and scope

Definitions

The DfE guidance explains the difference between a concern and a complaint:

- A **concern** is defined as "an expression of worry or doubt over an issue considered to be important for which reassurances are sought"
- A **complaint** is defined as "an expression of dissatisfaction however made, about actions taken or a lack of action".

Scope

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. 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, Bev Doran, will refer you to another staff member.

Similarly, if the member of staff directly involved feels unable to deal with a concern, Bev Doran 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, Overley Hall School will attempt to resolve the issue internally, through the stages outlined within this complaint's procedure.

This policy does **not** cover complaints procedures relating to:

Exceptions	Who to contact
Admissions to schools	Concerns about admissions should be handled through a separate process through the appeals process.
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 Family Connect on 01952 385385.
Exclusion of children from school*	Further information about raising concerns about exclusion on the school website *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 please see Whistleblowing Policy on School website. 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 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.

Please see our separate policies for procedures relating to these types of complaint. Complaints about services provided by other providers who use school premises or facilities should be directed to the provider concerned.

Who can make a complaint?

This complaints procedure is not limited to parents or carers of children/ young people that are registered at the school. Any person, including members of the public, may make a complaint to Overley Hall School 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, staff grievances or disciplinary procedures), we will use this complaints procedure.

Pupil voice is championed in all aspects of Overley Hall School life, and our aim is that every young person at Overley who wishes to make a complaint or express a concern can do so. Overley Hall School has adapted the complaints procedure for the young people such as “Help” signs and the therapy team have devised a folder that can be used alongside the Talking Mats to allow the children who are unable to verbally communicate. This takes into consideration their needs and communication difficulties. Young people can also contact Childline on 0800 11 11.

Roles and responsibilities

The complainant

The complainant will get a more effective and timely response to their complaint if they:

- Follow these procedures
- Explain the complaint in full as early as possible
- Respond promptly to requests for information or meetings or in agreeing the details of the complaint

- Co-operate with the school throughout the process, and respond to deadlines and communication promptly
- Ask for assistance as needed
- Treat all those involved with respect
- Not publish details about the complaint on social media

The investigator

An individual will be appointed to investigate the complaint and establish the facts. The investigators' role is to establish the facts to the complaint by providing a comprehensive, open transparent and fait consideration of the complaint through:

- Sensitive and thorough interviewing all relevant parties to establish what has happened and who has been involved, keeping notes or arranging for an independent note taker to record minutes
- Considering records and any written evidence and keeping these securely
- Analysing information
- Liaising with the complainant and the complaints co-ordinator (as appropriate) to clarify what the complainant feels would put things right.
- Preparing a comprehensive report to the headteacher or complaints committee that includes the facts and potential solutions

The complaints co-ordinator

The complaints co-ordinator can be:

- The headteacher
- Any other staff member providing administrative support

The complaints co-ordinator will:

- Keep the complainant up to date at each stage in the procedure

- Make sure the process runs smoothly by liaising with staff members, the headteacher, chair of Support & Scrutiny Board, Proprietor

Be aware of issues relating to:

- Sharing third party information
- Additional support needed by complainants, for example interpretation support or where the complainant is a child or young person
- Keep records

Clerk to the Support & Scrutiny Board.

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

- 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)
- Be the contact point for the complainant and the complaints committee, including circulating the relevant papers and evidence before complaints committee meetings
- Arrange the complaints hearing
- Record and circulate the minutes and outcome of the hearing

Committee chair

The committee chair (who is nominated in advance of the complaint meeting) should Chair the meeting and ensure that:

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

- All parties have been invited to attend (via the Clerk)
- Everyone is treated with respect throughout
- Make sure all parties see the relevant information (provided it does not breach confidentiality or any individual's right to privacy under the DPA 2018 or GDPR), understand the purpose of the committee, and are allowed to present their case
- The issues are addressed
- 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

Committee Member

Committee members should be aware that:

- the meeting must be independent and impartial, and should be seen to be so
- No SAS Board member 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
- 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.

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.

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.

How to raise a concern or make a complaint

A concern or complaint can be made in person verbally, in writing or by telephone. A third party acting on behalf on a complainant can also log a concern/ complaint, as long as they have the appropriate consent to do so.

Complaints against school staff (except the head teacher) should be made in the first instance, to Bev Doran (the head teacher) via the school office/ email (BevDoran@overleyhall.com). Please mark the envelope/ email as Private and Confidential.

Complaints that involve or are about the head teacher should be addressed to Liz Hyner (the Chair of Support & Scrutiny Board), via the school office/email

(Lizhyner@overleyhall.com). Please mark the envelope/ email as Private and Confidential.

Complaints about the Chair of Support & Scrutiny Board, any individual Board member or the whole Support & Scrutiny Board should be addressed to Mrs Brown (Proprietor) via the school office. Please mark the envelope 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 the Support and Scrutiny Board, if appropriate, will determine whether the complaint warrants an investigation.

Principles for investigation.

When investigating a complaint, we will try to clarify:

- What has happened
- Who was involved
- What the complainant feels would put things right

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 where there were valid reasons for not making a complaint at that time and the complaint can still be investigated in a fair manner for all involved.

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.

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 Overley Hall School 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, Overley Hall School 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.

Withdrawal of a complaint.

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

We have adopted a 3-stage process for dealing with complaints:

Stage 1 – informal resolution

Stage 2 – formal investigation

Stage 3 – review panel

Stage 1 – Informal complaints

It is to be hoped that most concerns can be expressed and resolved on an informal basis. Informal concerns are taken very seriously and make every effort will be made to resolve the matter quickly. It may be the case that the provision or clarification of information will resolve the issue.

Concerns should be raised as soon as possible with either the class teacher/tutor, or head teacher either in person or by letter, telephone or email. If the complainant is unclear who to contact or how to contact them, they should contact the school office. Complainants should not approach individual Support & Scrutiny (SAS) Board members 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 school will acknowledge informal complaints within 2 school days. At the conclusion of their investigation, the appropriate person investigating the complaint will provide an informal written response within 10 school days of the date of receipt of the complaint.

The informal stage will involve a meeting between the complainant and the headteacher and/or the subject of the complaint, if appropriate.

If the complainant is not satisfied with this response, the next step is to make a formal complaint.

Stage 2 – Formal complaints

Formal complaints must be made to the head teacher (unless they are about the head teacher), via the school office/ email. This may be done in writing (preferably on the Complaint Form), in a letter or email, over the phone, in person or through a third party acting on their behalf.

The complainant should provide details such as relevant dates, times and the names of witnesses of events, alongside copies of any relevant documents. The complainant should also state what they feel would resolve the complaint.

If complainants need assistance raising a formal complaint, they can contact Dee Marshall [deemarshall@overleyhall.com 01952 740262].

The head teacher will record the date the complaint is received and will acknowledge receipt of the complaint in writing (either by letter or email) within 2 school days.

Within this response, the head teacher 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 can consider whether a face-to-face meeting is the most appropriate way of doing this.

Note: The head teacher 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 Overley Hall School will take to resolve the complaint.

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

Complaints about the head teacher or member of the SAS Board must be made to the Mrs Brown, via the school office.

If the complaint is:

- jointly about the Chair and Vice Chair or
- about the entire SAS Board or
- about the majority of the SAS Board
- about the Proprietor

Stage 2 will be considered by an independent investigator appointed by the SAS Board. At the conclusion of their investigation, the independent investigator will provide a formal written response.

Stage 3 – Panel Hearing

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 Where there is a panel hearing of a complaint, one panel member is independent of the management running the school or SAS Board. This is the final stage of the Complaints procedure.

A request to escalate to Stage 3 must be made to the Managing Director, via the school office, within 5 school days of receipt of the Stage 2 response.

The Managing Director will record the date the complaint is received and acknowledge receipt of the complaint in writing (either by letter or email) within 2 school days.

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

The Managing Director will write to the complainant to inform them of the date of the meeting. They will aim to convene a meeting within 10 school days of receipt of the Stage 3 request. If this is not possible, the Managing Director will provide an anticipated date and keep the complainant informed.

If the complainant rejects the offer of three proposed dates, without good reason, the Managing Director 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.

If the complaint is:

- jointly about the Chair and Vice Chair or
- the entire SAS Board or

- the majority of the SAS Board

Stage 3: Complaint Review Panel

If the complainant remains dissatisfied following the outcome of Stage 2, they may request that the complaint is reviewed by a Complaint Review Panel.

The Stage 3 complaint review will be heard by a panel comprising at least three individuals who have not been directly involved in the matters detailed in the complaint. At least one panel member will be independent of the management and running of the school. The panel will consider the complaint impartially and review whether the complaint has been handled appropriately and fairly.

A complainant may bring someone along to the panel meeting for support. This may be a relative, friend, advocate or other supporter.

Generally, neither party is encouraged to bring legal representatives to the panel meeting. However, there may be occasions where legal representation is appropriate. For example, where a member of staff is required to attend as a witness, they may wish to be accompanied by a trade union representative or legal adviser.

Note: Complaints concerning staff conduct will not normally be managed through this Complaints Procedure. Such matters will be considered, where appropriate, under the school's staff disciplinary procedures. Due to confidentiality requirements, the outcome of any disciplinary process will not normally be shared with the complainant.

Representatives of the media are not permitted to attend panel hearings.

Arrangements for the Panel Hearing

At least 10 school days before the meeting, the Clerk will:

- Confirm the date, time and venue of the meeting.

- Notify the complainant of the arrangements for the hearing.
- Ensure that, where the complainant is invited to attend, the date is reasonably convenient to all parties.
- Ensure that the venue and proceedings are accessible to those attending.
- Request copies of any additional written material to be submitted to the panel at least 10 school days before the meeting.

Any written material submitted will be circulated to all parties at least 5 school days before the hearing.

The panel will not normally accept recordings of conversations obtained covertly or without the informed consent of all parties involved.

The panel will not consider new complaints or matters unrelated to the original complaint. Any new concerns must be submitted separately and considered from Stage 1 of this procedure.

Conduct of the Hearing

The meeting will be held in private.

Electronic recording of meetings will not normally be permitted unless required as a reasonable adjustment for a complainant's disability or special educational need. Prior agreement must be obtained from all parties attending and any consent will be formally recorded within the meeting minutes.

Panel Decision

The panel will consider all evidence presented and may:

- Uphold the complaint in whole or in part.
- Dismiss the complaint in whole or in part.

Where a complaint is upheld, in whole or in part, the panel may:

- Determine appropriate actions to resolve the complaint.

- Recommend changes to the school's policies, procedures or practices to prevent similar issues arising in the future.

The Chair of the Panel will provide the complainant, the Head Teacher and, where relevant, the person complained about, with a written decision within 5 school days of the hearing.

The written outcome will:

- Summarise the complaint.
- Outline the investigation undertaken.
- Explain the panel's findings and the reasons for its decision.
- Detail any actions agreed by the school.
- Include any recommendations made by the panel.

The panel's findings and recommendations will be sent electronically or otherwise provided to the complainant and, where relevant, the person complained about. They will also be available for inspection on the school premises by the proprietor and Head Teacher.

Records

A written record will be kept of all complaints made in accordance with this procedure, including:

- Whether the complaint was resolved at an informal stage.
- Whether the complaint proceeded to a panel hearing.
- The actions taken by the school as a result of the complaint.
- The outcome of the complaint.

All correspondence, statements and records relating to individual complaints will be kept confidential except where disclosure is required by law, or where requested by the Secretary of State, the Department for Education, or an inspectorate conducting an inspection under statutory powers.

Complaints Information Available to Parents

In accordance with the Education (Independent School Standards) Regulations 2014, the school will make available, on request, the number of formal complaints received under this procedure during the **preceding school year**.

Further Escalation

The decision of the Complaint Review Panel is the final stage of the school's internal complaints procedure.

If a complainant remains dissatisfied and believes the school has failed to comply with the standards required of independent schools in relation to:

- Quality of education;
- Pupil welfare, health and safety;
- School premises and accommodation;
- Suitability of staff;
- Provision of information to parents; or
- The spiritual, moral, social or cultural development of pupils;

they may raise their concerns with the Department for Education (DfE).

The DfE will consider evidence that a school may not be meeting the Independent School Standards and, where appropriate, may take regulatory action, including commissioning an inspection.

Further information is available at: https://www.gov.uk/complain-about-school

During the academic year 2025-2026, Overley Hall School received no formal complaints under the school's Complaints Procedure.

Record Keeping

The school will record the progress of all complaints, including information about actions taken at all stages, the stage at which the complaint was resolved, and the final outcome. The records will also include copies of letters and emails, and notes relating to meetings and phone calls.

This material will be treated as confidential and held centrally and will be viewed only by those involved in investigating the complaint or on the review panel.

This is except where the secretary of state (or someone acting on their behalf) or the complainant requests access to records of a complaint through a freedom of information (FOI) request or through a subject access request under the terms of the Data Protection Act, or where the material must be made available during a school inspection.

Records of complaints will be kept securely, only for as long as necessary and in line with data protection law, our privacy notices and records management policy.

Parents should be assured that Overley Hall School treats all concerns and complaints seriously. Knowledge of the complaint will be restricted to those who need to know about it although we cannot entirely rule out the need to make third parties outside of school aware of the complaint and also the identity of those involved. This typically will only happen if safeguarding or notifying the police is required.

Learning lessons

The SAS Board will review any underlying issues raised by complaints with the [headteacher/senior leadership team], where appropriate, and respecting confidentiality, to determine whether there are any improvements that the school can make to its procedures or practice to help prevent similar events in the future.

Persistent complaints

Unreasonably persistent complaints

Most complaints raised will be valid, and therefore we will treat them seriously. However, a complaint may become unreasonable if the person:

- 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's investigation process
- Refuses to accept that certain issues are not within the scope of the complaint's procedure
- Insists on the complaint being dealt with in ways which are incompatible with the complaint's procedure or with good practice
- Introduces trivial or irrelevant information which they expect to be considered 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 that complaint where the school's complaint procedure has been fully and properly implemented and completed, including referral to the DFE
- 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

Complainants should try to limit their communication with the school 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.

Steps we will take:

We will take every reasonable step to address the complainant's concerns and give them a clear statement of our position and their options. We will maintain our role as an objective arbiter throughout the process, including when we meet with individuals. We will follow our complaints procedure as normal (as outlined above) wherever possible.

If the complainant continues to contact the school in a disruptive way, we may put communications strategies in place. We may:

- Give the complainant a single point of contact via an email address
- Limit the number of times the complainant can make contact, such as a fixed number per term
- Ask the complainant to engage a third party to act on their behalf, such as Citizens Advice
- Put any other strategy in place as necessary

Stopping responding

We may stop responding to the complainant when all these factors are met:

- We believe we have taken all reasonable steps to help address their concerns
- We have provided a clear statement of our position and their options

- The complainant contacts us repeatedly, and we believe their intention is to cause disruption or inconvenience

Where we stop responding, we will inform the individual that we intend to do so. We will also explain that we will still consider any new complaints they make.

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 school site.

Duplicate complaints

If we have resolved a complaint under this procedure and receive a duplicate complaint on the same subject from a partner, family member or other individual, we will assess whether there are aspects that we hadn't previously considered, or any new information we need to consider.

If we are satisfied that there are no new aspects, we will:

- Tell the new complainant that we have already investigated and responded to this issue, and that the local process is complete
- Direct them to the DfE if they are dissatisfied with our original handling of the complaint (if appropriate)

If there are new aspects, we will follow this procedure again.

Complaint campaigns

Where the school receives a large volume of complaints about the same topic or subject, especially if these come from complainants unconnected with the school, the school may respond to these complaints by:

- Publishing a single response on the school website
- Sending a template response to all the complainants

If complainants are not satisfied with the school's response, or wish to pursue the complaint further, the normal procedures will apply.

Monitoring Arrangements.

The SAS Board will monitor the effectiveness of the complaints procedure in making sure that complaints are handled properly and will track the number and nature of complaints and review underlying issues.

The complaints records are logged and managed by the Head Teacher.
This policy will be reviewed by the headteacher annually.
At each review, the policy will be approved by the SAS board.

Links with other policies

Policies dealing with other forms of complaints include:

- Child protection and safeguarding policy and procedures
- Admissions policy
- Exclusions policy
- Staff grievance procedures
- Staff disciplinary procedures
- SEN policy and information report

Compliments

Definition

Compliment – is a polite expression of praise, admiration, **congratulations, encouragement or respect to someone** or something. Like taking your time to say a nice gesture if it's worth saying.
It is always good to receive positive feedback; this can be given verbally or in writing to the Head teacher or any member of the team. It is encouraging to hear when

situations go well and are appreciated, and your comments will always be shared with staff and learners where appropriate.

Opportunities

- General - There are opportunities to pass on compliments through regular school questionnaire or on Parent View https://parentview.ofsted.gov.uk
- Reviews - Authority representatives and parents are given opportunity to feedback following a meeting via a feedback questionnaire.
- Our ‘Thank you’ Book is made available to staff and is available for visitors to see
- A ‘Thank you’ and ‘Compliments’ Book is made available at all events

Appendix 1 Complaint Form

Please complete and return to whom stipulated above who will acknowledge receipt and explain what action will be taken. Please mark email/envelope Private & Confidential

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: