Gorseybrigg Primary School and Nursery

COMPLAINTS POLICY & PROCEDURES 2026

1. AIMS

This document sets out the Governing Body's commitment to the prompt and fair handling of complaints. It outlines procedures for dealing with complaints about the curriculum and the way in which pupils' special educational needs are met, and with other general complaints, whether from individuals or groups.

2. PRINCIPLES

2.1 **All Governors involved in complaints procedures at any stage should respect that confidentiality is of paramount importance.**

2.2 Gorseybrigg Primary School will follow the guidance of the LA in establishing written procedures for handling complaints and in making arrangements for responding to complaints.

2.2 Individual complaints will not be discussed at full meetings of the Governing Body unless the meeting is part of the complaints procedure.

2.3 It is considered desirable by the Governing Body that attempts should be made, in the first instance, to settle any differences informally.

2.4 Where it has proved impossible to settle complaints informally, formal procedures will be used to deal fairly and effectively with them.

2.5 The Governors consider it important for parents, staff and governors to know what our procedures are.

3. INFORMAL STAGES IN THE HANDLING OF COMPLAINTS

3.1 Parents and others who might be complainants will be advised to direct complaints in the first instance to the class teacher or other member of staff concerned. If the matter is not resolved, the complainant should approach the Headteacher.

3.2 Any governor approached by a complainant should refer him/her to the Headteacher as indicated above.

3.3 If communications between the Headteacher and the complainant cannot resolve the differences, the complainant will be told of his/her right to make a formal complaint and how to make it.

3.4 Complaints on issues, which might involve disciplinary or legal action against the Headteacher, will be directed to the Chair of Governors or another governor nominated to receive them.

4. FORMAL STAGES

4.1 **Governors taking up a complaint on behalf of an individual or group will not take part in any formal hearing of a complaint or an appeal against a decision made by the committee handling the complaint.**

4.2 Formal complaints to the Governing Body should be made to the Chair.

4.3 In order that no governor be accused of prejudice, on receipt of a complaint, the Chair will ensure that:

i) an individual governor does not deal with the complaint.

ii) the complaint is referred quickly to the relevant committee.

4.4 The complaint will be considered by a meeting of the Appeals and Grievance Committee as soon as practicable after the receipt of the complaint, normally within 10 working days.

4.5 If copies of documents are to be relied upon at any hearings these will be required to be submitted to the Committee and the parties concerned at least five working days prior to the meeting.

4.6 A complainant will be entitled to be accompanied by a friend or colleague.

4.7 All parties to the complaint will be given a fair hearing.

4.8 The Committee will deliberate after the withdrawal of the parties involved in the appeal or complaint.

4.9 The decision of the Committee will be given in writing to the complainant.

4.10 The complainant will be told of any right of appeal if the decision is given against them, which would be dealt with by members of the Governing Body, not on the Appeals and Grievance Committee.

4.11 The complaint will only be reported to the full Governing Body when the matter is resolved but not in detail.

5. POLICY AWARENESS

5.1 The Headteacher will inform staff and parents of this procedure.

5.2 The School Website will detail the School's complaints procedure and set out the intention that all complaints to the Head or the Chair will be handled sensitively and responded to in writing.

5.3 The Chair will ensure that all governors are aware of complaints procedure.