

Isaiah 58:11-12
New International Version

¹¹ The LORD will guide you always;
he will satisfy your needs in a sun-scorched land
and will strengthen your frame.
You will be like a well-watered garden,
like a spring whose waters never fail.
¹² Your people will rebuild the ancient ruins
and will raise up the age-old foundations;
you will be called Repairer of Broken Walls,
Restorer of Streets with Dwellings.

Why have a Complaints Policy?

All schools must have a complaints policy. It is a legal requirement under section 29 of the education act 2002.

We believe that every complaint is a matter of concern and should be investigated with due urgency and thoroughness. We are proud of our ability to listen to, and reflect upon, criticism and challenge.

A written policy ensures that:

- Parents and others will have a clear understanding of the way school receives and deals with concerns and complaints; saving time and minimising confusion and frustration
- Staff will be able to respond in a consistent way
- In writing and reviewing the policy, governors, staff and parents will be reminded that they are all working together to achieve what is best for the pupils
- Feedback from the school community and others can help to improve the school
- An effective complaints policy is part of a good partnership between the school and parents to ensure the best outcomes for children.

What is a complaint?

From time to time, parents raise a legitimate concern about their child's education; they may be worried about an issue and seek reassurance. These are dealt with as a matter of routine and are not regarded as a complaint in the formal sense. Concerns must be directed to the child's class teacher in the first instance, then to the Year Group Leader, then to an Assistant Head Teacher. Taking concerns seriously and dealing with them quickly can reduce the number of formal complaints. Complaints can be about a range of issues including the way in which an initial concern was handled, for example, the impression that the issue wasn't taken seriously.

Visitors to the school may make verbal complaints or allegations and these should be investigated as with parental complaints, and the complainant responded to, while maintaining confidentiality. If a

governor or member of staff receives a written complaint this must be forwarded to the Head Teacher.

Managing Complaints

Principles

- Encourage resolution of problems by informal means wherever possible; be easily accessible, well publicised and easy to understand and use
- Allow the individual being complained against equal rights with the person making the complaint
- Be non-adversarial
- Ensure that a full, fair and impartial investigation takes place as appropriate
- Allow for speedy handling of complaints, with an established time limits for each stage of the procedure
- Respect confidentiality at all times
- Provide clear assurances that there will never be any victimisation of pupils as a result of a parental complaint
- Allow for meetings with a complainant to be minuted, if possible by a third party.
- Ensure all parties are kept informed of progress
- Ensure consistency by all those handling complaints
- Ensure that complaints are monitored by governors and provide information on any trends or issues so that services can be improved
- Address all the points raised in the complaint and, where applicable, provide appropriate redress and/or information about any positive changes which have resulted from discussion of the complaint, e.g. change in policy or procedures.

Equal Opportunities

Complaints, procedures and arrangements must comply with the Equality Act 2010 and in particular should allow for reasonable adjustments which ensure that no one is discriminated against because of a protected characteristic.

Requests to Record Meetings

Complainants sometimes ask if they can record meetings on mobile phones or other devices. However, this requires the consent of all parties and poses a difficulty for how the recording is subsequently used or stored. Notes should be taken of all meetings and copies, marked CONFIDENTIAL should be sent to the participants. Head Teachers and governors can and should refuse any request to record proceedings.

Complaints Against a Member of Staff

If a member of staff is complained against, they should be fully informed of the content of the complaint and given the opportunity to explain their actions and be advised that they may have a friend or a union representative present during any formal part of the process. The member of staff should provide a written statement in response to the complaint.

Complaints about the Head Teacher should be sent to the Chair of Governors who will investigate the matter, or name an alternative governor to investigate.

Where a complaint has taken on a personal aspect and is unresolved before a governors' hearing, in exceptional circumstances, it may be advisable for the governors' panel to hear each side's evidence separately.

Child Protection

For any complaint that involves a potential child protection issue, Local Authority procedures must be followed and the appropriate officer at the Local Authority (LADO) must be contacted immediately and any investigation must wait until the LA procedure has been completed.

Anonymous Complaints

The school will not normally investigate anonymous complaints. However, the Head and the Chair of Governors will consider whether any anonymous complaint warrants further attention.

Timescales for Complaints

You must raise the complaint within three calendar months of the incident (or last incident). The school will consider complaints received out of term time to have been received on the first day after the holiday period when the school is open for educational sessions.

'School days' means days that the school is open to children.

Resolving Complaints

At each stage of the procedure, The Minster Nursery and Infant 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 taken, or will be taken, to 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 the light of the complaint
- An apology

Please note, that in certain circumstances, for example, if the outcome of an investigation is related to safeguarding or employment law, full details of the outcome of the investigation may not be shared with the complainant.

Withdrawal of a Complaint

If a complainant wishes to withdraw their complaint, we will ask them to confirm this in writing to the school office.

Stage 1

Formal complaints must be made to the Head Teacher via the school office. This must be submitted in writing using the school complaints form (Annex D). If you require help in completing the school complaints form, please contact the school office, and assistance will be provided to you.

The Head Teacher will the date the complaint the day it was received and will acknowledge receipt of the complaint typically within **3 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 best way of doing this.

The Head Teacher may delegate the investigation to another member of the school's senior leadership team, but not the decision to be taken.

The Head Teacher will provide a formal written response typically within **15 school days** of the date of receipt of the complaint (Annex C, Letter 2). If the Head Teacher is unable to meet this deadline, they will provide the complainant with an update and a 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 reasons for it. Where appropriate, it will include details of actions The Minster Nursery and Infant School will take to resolve the complaint.

In a complaint about the Head Teacher must be made to the Clerk to the Governing Body and investigated by the Chair of Governors or a suitable governor. Any complaints about the Head Teacher or a governor must be marked as 'urgent' and 'confidential'.

In either case, if investigations are going to need more time, you will be kept informed of progress and expected timings.

Stage 2

If the complainant is dissatisfied with the outcome at Stage 1 and wishes to take the matter further, they can escalate the complaint to Stage 2- a meeting with the Governing Body's Complaints Panel which is formed of three impartial governors. This is the final stage of the complaints procedure.

A request to escalate to Stage 2 must be made in writing to the Clerk to Governors and marked 'urgent and confidential' **within 10 school days** of receipt of the Stage 1 response. Requests out of this time will only be considered in the most exceptional circumstances.

The Clerk will record the date the complaint is received acknowledge receipt of the complaint in writing (email and/or hard copy) typically within **5 school days**.

The Clerk will aim to convene a hearing 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 very good reason, the Clerk will decide when to hold the hearing. It will then proceed in the complainant's absence on the basis of written submissions from both parties.

Complainants may bring along a friend. Generally, we do not encourage either party to bring legal representation to the panel hearing. However, there may be occasions when legal representation is appropriate, with the consent of the Chair of the Panel. If a school employee is called as a witness in a complaint hearing, they may wish to be supported by a friend or union representation.

10 school days before the meeting, the Clerk will:

- Confirm and notify the complainant of the date, time and venue of the hearing, ensuring that, if the complainant is invited, the dates are convenient to all parties and that the venue and proceedings are accessible

- Request copies of any further written material to be submitted for distribution to the panel at least 7 school days before the hearing.

Any written material (hard copy AND email) will be circulated to all parties, typically, at least **5 school days** before the hearing. The panel will not accept recordings of conversations that were obtained covertly.

The panel will not review any new complaint at this stage. New complaints must be dealt with under Stage 1 of the complaints procedure.

The hearing will be held in private. Electronic recordings of the hearing will not be permitted unless any special needs or disability require it, in which case all parties must be told about it beforehand and the consent of all parties must be sought beforehand. Consent will be recorded in the minutes.

The Chair of the Panel will provide the complainant and The Minster Nursery and Infant School a full explanation in writing and their reasons for it within **3 school days** (Annex C, Letter 4). This letter also details what the complainant can do if they believe the school has not handled their complaint in the correct manner.

Roles in Complaints Procedures

The Role of the Diocesan Board

The Diocesan Board acts in an advisory capacity to Head Teachers and governors. It does not have any power to investigate complaints. Any complaints received by the Diocesan Board will be responded to by referring the complainant to the school's procedures. The Diocesan will inform the school of any complaints received.

The Role of the Head Teacher

The Head Teacher is responsible for the internal organisation and management of the school and its staff. S/he therefore has overall responsibility for considering complaints in the first instance or arranging for a designated member of staff to deal with them.

The Role of the Governing Body

The governing body is responsible for the overall conduct of the school and must ensure that a complaints procedure is in place, communicated clearly and reviewed annually.

The Head Teacher would normally inform the Chair of the Governing Body of any complaints received. However, if it has been decided that the Chair might or will form part of any panel to hear disciplinary or capability procedures (which could follow a complaint investigation) only outline details should be provided to avoid prejudicing their involvement in subsequent hearings.

If a governor is approached directly by a parent (or other complainant), the parent should be referred to the appropriate person in accordance with the complaints procedure. Governors must not get involved at this stage, unless the complaint is about the Head Teacher. If the Chair of Governors receives a formal written complaint, s/he will discuss it with the Head Teacher and follow the appropriate procedures.

Following the conclusion of a complaint that has reached stage 2 of the process, the Chair will analyse the complaint in its totality. From which, they will discern any improvements that could have been made to either the conduct of the investigation/panel hearing and/or the complaints policy

itself. A short summary should be given to the governing body in order to clarify any lessons learned thus improving policy and/or practice.

The Role of the Complaints Panel

The governing body must appoint a complaints panel to consider any formal written complaints. This is formed of three governors to serve on staffing, pupil behaviour and complaints panels. Parental complaints rarely reach the formal stage involving a panel of governors: nonetheless, it is important that governors do not become prejudiced by taking part in discussion of the complaint. Such discussion would make a governor unable to serve on a complaints panel. In certain circumstances, independent members may need to be appointed to a panel.

Investigation Process

1. A clear understanding of the complaint needs to be established
2. Interviews should be held as soon as possible after the incident
3. Strict attention to confidentiality must be observed
4. Separate discussions should be held with all parties involved and with any witnesses
5. Careful written notes should be made of all discussions
6. Written statements should be obtained where appropriate and be signed and dated
7. Efforts should be made to resolve the complaint, if possible, to the satisfaction of the complainant
8. The complainant and member of staff should be given an opportunity to provide documentation and identify potential witnesses.

After completing the investigation, a written summary must be sent to the complainant saying that the investigation has been completed (see Letter 2, Annex C). Some of the following points may be included:

1. All appropriate steps have been taken and no further action is considered necessary
2. As a result of the investigation, the following arrangements have been made.....which it is hoped the complainant will find satisfactory
3. The following recommendations will be made to the governing body....
4. The option for the complainant to write to the clerk of the governing body at the school address within 10 school days of receipt of the response requesting that the complaint be considered by the complaints panel of the governing body

Further Rights of Appeal

Parents may, if they believe the governors' complaints panel has acted unreasonably, or that the governors have not followed their own procedures in considering the complaint, make a complaint to the Department for Education using an online complaints form.

Parents may also complain to OFSTED.

Serial and Unreasonable Complaints – Previously commonly known as vexatious

The Minster Nursery and Infant School 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 school. 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.

The Minster Nursery and Infant School 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 complaints investigation process
- refuses to accept that certain issues are not within the scope of the complaints procedure
- insists on the complaint being dealt with in ways which are incompatible with the complaints 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 or a similar complaint (despite previous investigations or responses concluding that the complaint is groundless or has been addressed) or makes serial complaints
- 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 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.

Complainants should try to limit their communication with the school 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.

Whenever possible, the headteacher or Chair of Governors will discuss any concerns with the complainant informally before making a formal determination that a complaint is '*serial and unreasonable*'.

If the behaviour continues, the headteacher will write to the complainant explaining that their behaviour is unreasonable and ask them to change it. For complainants who excessively contact The Minster Nursery and Infant School causing a significant level of disruption, we may specify methods of communication and limit the number of contacts in a communication plan. This will be reviewed after six months.

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 the school.

Scope of this Complaints Policy

This procedure covers all complaints about any provision of community facilities or services by The Minster Nursery and Infant School, other than complaints that are dealt with under other statutory procedures, including those listed below.

Exceptions	Who to contact
<ul style="list-style-type: none"> • Admissions to schools • Statutory assessments of Special Educational Needs • School re-organisation proposals 	<p>Concerns about admissions, statutory assessments of Special Educational Needs, or school re-organisation proposals should be raised with Croydon LA</p>
<ul style="list-style-type: none"> • 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) who has local responsibility for safeguarding or the Multi-Agency Safeguarding Hub (MASH). Steve Hall steve.hall@croydon.gov.uk</p>
<ul style="list-style-type: none"> • Exclusion of children from school* 	<p>Further information about raising concerns about exclusion can be found at: www.gov.uk/school-discipline-exclusions/exclusions.</p> <p><i>*complaints about the application of the behaviour policy can be made through the school's complaints procedure. <INSERT LINK TO SCHOOL'S BEHAVIOUR POLICY >.</i></p>
<ul style="list-style-type: none"> • Whistleblowing 	<p>We have an internal whistleblowing procedure for all our employees, including temporary staff and contractors.</p> <p>The Secretary of State for Education is the prescribed person for matters relating to education for whistleblowers in education who do not want to raise matters direct with their employer. Referrals can be made at: www.education.gov.uk/contactus.</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 Local Authority (LA) or the Department for Education (see link above), depending on the substance of your complaint.</p>

<ul style="list-style-type: none"> • Staff grievances 	Complaints from staff will be dealt with under the school's internal grievance procedures.
<ul style="list-style-type: none"> • 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>
<ul style="list-style-type: none"> • Complaints about services provided by other providers who may use school premises or facilities 	Providers should have their own complaints procedure to deal with complaints about service. Please contact them direct.
<ul style="list-style-type: none"> • National Curriculum - content 	Please contact the Department for Education at: www.education.gov.uk/contactus

If other bodies are investigating aspects of the complaint, for example the police, 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 a complainant commences legal action against The Minster Nursery and Infant School in relation to their complaint, we will consider whether to suspend the complaints procedure in relation to their complaint until those legal proceedings have concluded.

Annex A

Procedural Advice-Conducting interviews with Complainants

- In conducting interviews with complainants, Heads (or Chairs in appropriate) should:
 - Have regard to confidentiality at all times. This needs to be made clear at the outset to all parties.
 - Listen attentively and sympathetically to all complaints, allowing them to explain their concerns in their own way. After they have finished, the head (or Chair) will need to check their understanding with the complainant to make sure there are no misunderstandings.
 - It is also necessary to ascertain the complainant's desired outcome
 - If possible, the meeting should include the presence of a note-taker who is independent (not close to either party). If it is not possible to have the presence of a note-taker, then the Head (or Chair) should take notes throughout the meeting and these must be agreed and signed by both at the end of the interview.
- At the end of the interview, decide if it is possible to:
 - Make an immediate response to the concerns, or
 - Delay a response. It is often necessary to say to complainants that their concerns will be carefully considered and when all the facts and circumstances have been ascertained, they will receive a response within 5 working days
- Avoid passing judgement or coming to conclusions before having spoken to any third parties and having considered all aspects of the complaint.
- If the complaint is against a third party, ensure that they have the opportunity to explain the situation as they see it, but not usually in the presence of the complainant unless this is deemed desirable by all concerned.
- Examine the general context and constraints of the situation and consider if there are any precedents.
- When all the facts and circumstances have been considered relating to the matter, careful notes should be made summarising the investigation. The Head (or Chair) should then decide how to respond to the complainant.
- The complainant should be clearly informed of the school's response to the complaint and of the next stage in the procedure, should s/he wish to proceed further.

Annex B

Outline of the Procedure for a Complaints Panel Hearing

The panel may:

- Dismiss the complaint in whole or in part;
- Uphold the complaint in whole or in part;
- Decide on the appropriate action to be taken to resolve the complaint;
- Recommend changes to the school's systems or procedures to ensure that problems of a similar nature do not recur.

Panel members should be aware of the following:

- The school's complaints procedure;
- The appeal hearing is independent and impartial and must be seen to be so;
- No governor may sit on the panel if they have had a prior involvement in the complaint, or the circumstances surrounding it;
- Panel members should be drawn from a cross-section of the governing body, or from another governing body with which the school has a reciprocal agreement;
- The hearing is held in private;
- The aim of the hearing is to resolve the complaint and achieve conciliation between the school and the complainant;
- It may not be possible to resolve matters to the complainant's satisfaction. It may only be possible to establish facts and satisfy the complainant that the matter has been taken seriously;
- Some complainants may feel nervous: the panel chair will make efforts to ensure proceedings are as informal as possible.

The Chair of the panel:

- Welcomes those present and introduces each person by name;
- Stresses that the meeting is strictly confidential to those present;
- Checks that mobile phones and other devices are switched off.
- Outlines the procedure to be followed;
- Asks all attending the panel to remain available for 10 mins after they withdraw from the hearing in case the panel needs to clarify a point;
- Ensures that key factual findings are made clear and the issues addressed;
- Ensures that each party is able to state their case;
- Ensures that all written material is seen by all parties;
- Conducts the hearing in an informal manner and ensures that each party treats the other with respect and courtesy.

Order of hearing:

- The complainant is invited to present their case and explain their desired outcome and any possibilities or redress;
- The complaints panel may ask questions of the complainant
- The Head Teacher is invited to present the school's case.
- The panel may ask questions of the Head Teacher
- A party may only ask questions of the other party if it is for the purpose of factual clarification and they have the agreement of the panel to do so.

- Both parties are invited to sum up

After the complainant, Head (or Chair) have withdrawn, the panel decides on its recommendations, including any redress. The decision and recommendations of the complaints panel are sent within five working days to all parties. The panel's decision is final.

Sometimes, the panel will need to respond to unexpected events e.g.:

- A complainant may not arrive for the meeting. The panel will need to consider any reason given or any request for a postponement and decide whether to proceed in their absence or to reconvene the meeting;
- A party may wish to introduce new written evidence not previously distributed. This should be given to the clerk and the chair of the panel will need to consider whether to allow time for all sides to consider the new information, to disallow it or to adjourn to another date. New complaints or allegations should not be considered;
- A person may become agitated or distressed during the meeting, in which case a short adjournment can be helpful.

Annex C

Model Letters

Letter 1

Acknowledgement Letter

Dear

The school acknowledges receipt of your school complaint form, received on DATE. The school's policy is deal with parental complaints as quickly as possible. I will investigate the matters you raise and contact you again by DATE to let you know the outcome.

Thank you for bringing this matter to my attention.

Yours sincerely

Head Teacher

Letter 2

Notification of Decision Regarding Parental Complaint

CONFIDENTIAL

Dear

Further to your letter of DATE and our subsequent meeting, I have given careful consideration to your complaint and considered all the relevant evidence.

We agreed at the meeting that your concerns related to the following:

(outline the complaint)

Following my investigation, I have concluded that....

.....there is insufficient evidence to reach a conclusion and I cannot therefore uphold your complaint. If you are able to provide additional evidence, I will reconsider this decision.

Or

Your complaint is not substantiated by the evidence in that ... (include reasons for this)

Or

Your complaint was substantiated in part/full (give reasons). The school will review its procedures in relation to ... with the intention of avoiding any recurrence. Parents will be informed in due course of the policy changes.

Or

In order to address fully the matters investigated, the school has initiated appropriate internal procedures. Due to the nature of these procedures, their outcome must remain strictly confidential. I am confident that the circumstance which gave rise to your complaint should not recur.

I hope that you now feel that your complaint has been addressed by the school and that we can work together in the future to ensure that no other issues reach this level of distress. However, if you feel dissatisfied with this response, you may proceed to stage 2 of the complaints procedure. If you wish to pursue this option, please write to CLERK TO GOVERNORS by DATE.

Yours sincerely,

Head Teacher/Chair of Governors

Letter 3

Notification of Formal Hearing of the Complaints Panel

CONFIDENTIAL

Dear

Thank you for your letter of DATE indicating your wish to make a formal complaint to a panel of the Governing Body under stage 2 of our procedure. I have been instructed to convene a meeting of the panel in order to hear your complaint. The panel will consist of three governors who have had no prior involvement in the complaint.

I write to invite you to a meeting of the complaints panel which will be held at TIME on DATE at LOCATION. You are welcome to be accompanied by a friend and/or, if necessary, an interpreter. I would be grateful if you could confirm whether you intend to come to the meeting and, if you bring a friend and/or intend to invite any witnesses, please let me know their names. Please also let me know if you would like me to make any special arrangements for the hearing.

I enclose copies of the paperwork relating to your complaint. If there is any additional written information in support of your complaint, please send this to me by DATE (5 days before the hearing) so that I may circulate this to the Panel and the Head Teacher. Please note that the panel will be

discussing issues raised in the attached papers and any further information you submit by the deadline. It will not be possible for you to raise any new issues at the meeting.

I enclose an explanatory sheet summarising the procedure at the meeting. The Panel will consider carefully both your views and those of the school and will make every effort to find a mutually acceptable solution to the situation which has led to your complaint.

Yours sincerely,

Clerk to the Governors

Letter 4

Outcome of Hearing of the Complaints Panel

CONFIDENTIAL

Dear

Thank you for meeting with me and my fellow governors on DATE to discuss your complaint.

I am writing to let you know the outcome of our consideration of your complaint.

Include a brief summary of the nature of the complaint and the conclusions reached by the panel, including particulars of any findings of fact on the evidence that were pertinent to reaching a conclusion. It is important that due weight is given to both the complainant's evidence and that of the school. Outcomes will vary, see letter 2 for possible options. Also, include any actions that the school intends to take as a result the complaint, including any changes or reviews of school procedures.

I and my fellow Panel members hope that you feel your complaint has been fairly heard and that all the issues you raised have been investigated appropriately. The Governors Panel is the last stage in the school's complaints procedure and the governors consider that this matter is now closed.

If you are dissatisfied with the way your complaint has been dealt with, you may contact the School Complaints at the Department for Education (www.education.gov.uk/contact us or by telephone 0370 000 2288, or by writing to DfE, School Complaints Unit, Piccadilly Gate, Store St, Manchester, M1 2WD).

Yours sincerely,

Chair of Complaints Panel

Cc Head Teacher

Chair of Governors

Annex D



The Minster Nursery and Infant School
School Complaint Form

Please complete and return to the headteacher via the school office 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:

Please give details of your complaint, including whether you have spoken to anybody at the school about it and any relevant dates.

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: