



Learn, Serve, Shine

Crockham Hill C E Primary School

Complaints Procedures

Review Body:	FGB
Leadership Group Responsibility:	Headteacher
Reviewer:	Chair and Vice of Governors
Type of Policy:	Statutory
Review Period:	Three year cycle
Reviewed:	Spring 2015
Next Review:	Spring 2018

1. Introduction

1.1. This document sets out the school's procedure for addressing complaints.

1.2. Please note that this procedure should not be used for appeals and referrals that fall under other procedures legislation and guidance. This includes:

- Admissions
- Exclusions
- Special Educational Needs (Decisions regarding your child's statement of Special Educational Needs or Education, Health and Care Plan)
- Staff grievances
- Staff Disciplinary or capability
- Child Protection
- Whistle blowing
- Failure of the school to provide the national curriculum

All other complaints are handled by the school according to the arrangements set out below.

2. Aims and Objectives

2.1. The school will give careful consideration to all complaints and deal with them fairly and honestly. We will provide sufficient opportunity for any

complaint to be fully discussed, and aim to resolve it through open dialogue and mutual understanding.

2.2. Our procedure aims to

- be easily accessible, publicised, simple, consistent and easy to use
- impartial and be non-adversarial
- allow swift handling with established time-limits for action and keeping people informed of the progress, should these time-limits be unavoidably delayed
- ensure a full and fair investigation by an independent person where necessary
- respect people's desire for confidentiality, wherever possible (some information sharing may be necessary to carry out a thorough investigation). Both parties should respect this.
- address all points of issue, providing an effective response and appropriate redress, where necessary
- provide information to the school's senior leadership team so that services can be improved.
- Allow support for complainants. If required can include being accompanied by a friend, relative or representative.
- Allow support for staff. Staff can include being accompanied by a colleague but it would not be appropriate to involve someone from outside the school from whom confidential pupil information should be withheld.
- There is a crucial balance to be maintained between supporting the individual so that his/her rights are maintained and reputation protected, and investigating a complaint thoroughly and impartially.

3. The Complaints Process – Informal Concerns – Stage 1

3.1. If you have any concerns about the school or the education provided, you are encouraged to discuss the matter first with ***your child's class teacher*** at the earliest opportunity and most matters of concern can be dealt with in this way. The staff work very hard to ensure that each child is happy at school and is making good progress. The school always wants to know if there is a problem so that action can be taken before the problem seriously affects a child's progress. The school considers any concerns very seriously and most problems can be resolved at this stage.

3.2. When a parent feels that a situation has not been resolved through contact with the class teacher or their matter is of a sufficiently serious nature, they should make an appointment to discuss it with the Headteacher. The Headteacher considers any such complaint very seriously and investigates each case thoroughly. Most concerns are normally resolved at this stage. If the concern has not been resolved

informally and the parent is unhappy with the outcome then the parent can make a formal complaint following the procedure outlined below.

- 3.3.** Should a parent have a complaint about the Headteacher, he/she should first make an informal approach to one of the members of the governing body who is obliged to investigate it. This governor will do all they can to resolve the concern through dialogue with the school via the Headteacher. The governor would usually discuss the concern with the Chair of Governors at this stage but it is not good practice to discuss it further with other governors in case the concern takes a formal complaint route. An informal concern should not take up a disproportionate amount of governor time. If the concern cannot be resolved informally and the parent is unhappy with the outcome then the parent can make a formal complaint following the procedure outlined below. Informal complaints should be reported to the governing body meeting. (See section 9) Governors can seek confidential advice from Governor Services.

4. The Complaints Process – Formal Complaints Stage 2

- 4.1. If a parent feels that their concern has not be addressed by the informal concern procedure they may wish to have their complaint formally investigated. This process begins with the completion of a complaints form which can be found in the appendices. The complaint form should be returned to the school office, marked Confidential and for the attention of either the Headteacher or Chair of Governors as dictated by the divided responsibility list below.
- 4.2. If the matter is about: the day-to-day running of the school, the interpretation of school policies, the actions or inactions of staff at the school, then these are concerns/complaints under the Head Teacher's responsibility and will be investigated by **the Headteacher or a senior member of staff nominated by the Headteacher.**
- 4.3. If the matter is about: school policies as determined by the Governing Body, the actions or inactions of the Governing Body or the Headteacher then these are concerns/complaints under the Governing Body's responsibility will be investigated by **the Chairman of Governors or a governor nominated by the Chairman and the complaint moves to Stage 3.**
- 4.4. The Headteacher should acknowledge in writing receipt of the complaint form within **five working days** of receiving it and will enclose a copy of the school's complaints procedure with the acknowledgement.
- 4.5. Following receipt of the complaint form the Headteacher/designated senior member of staff will formally investigate the matter, and write to the

parent with the outcome of the process, usually within 14 working days of receiving the complaint. If the outcome of the complaints procedure shows the school is at fault, it is often sufficient to provide redress in the form of an acknowledgement that the complaint is upheld together with an appropriate apology. It may be appropriate to offer one or more of: an explanation, a promise that the event complained of will not recur, an undertaking to review school policies or practices in the light of the complaint.

- 4.6. Investigating the complaint should include establishing what has happened so far and who was involved, clarifying the nature of the complaint and what remains unsolved, meeting with or contacting the complainant, clarifying what would put things right for the complainant, interviewing those involved with the matter/those complained of (allowing them to be accompanied if they wish)
- 4.7. The Headteacher/designated senior member of staff should keep notes of meetings, and agreed actions.
- 4.8. The details of the complaint are confidential and both parties are asked to respect this. The outcome of the formal complaint should be reported at the next governing body meeting along with any recommendations made.

5. The Complaints Procedure – Formal Complaint Stage 3

- 5.1. If the concern/complaint has been investigated by the Head teacher/designated senior member of staff and the parent is unhappy with the outcome they may choose to move to Stage 3 of the formal procedure where the Chairman or nominated complaints governor should appoint a Governing Body Complaints Panel to investigate the complaint. It may be necessary for the Chair to appoint an independent investigator in certain circumstances. A Chairperson from another governing body would be a sensible approach to adopt.
- 5.2. When appointing an independent investigator, a Chairperson/group from another governing body would be a sensible approach to adopt and Governor Services can advise in these matters as appropriate. The independent panel/investigator would report to the Governing Body Complaints panel with their observations and recommendations.
- 5.3. In the case of an independent investigation, once the recommendations are received by the Chair of the panel a meeting should be arranged within 14 days to consider whether to uphold the recommendations made and write to the complainant and headteacher as indicated below.

- 5.4. If the complaint is a staff disciplinary or capability issue, then the matter will be dealt with by following those procedures rather than the complaints procedure.
- 5.5. If the complaint is concerning the Chair of Governors then the Vice Chair or other designated governor should establish a Governing Body Complaint panel and or appoint an independent panel if required as indicated in 5.1

6. The Governing Body Complaints Panel

- 6.1. Once the complaint passes to the Chair of Governors/Governing Body at Stage 3 a governor complaints panel should be set up to consider the complaint as soon as is practicable, usually within 14 working days of the complaint being passed to the Governing Body. It should consist of 3 governors and a chair should be appointed. The governors should be those with no prior knowledge of the complaint, who will consider written and verbal submissions from the complainant and the Headteacher. In the situation where there are no governors without prior knowledge then the panel should consist of the least tainted governors. Only those with governance rights, that is governors at the school, are able to uphold a governing body decision (or in some cases recommendations by an external panel). Governors should bear in mind the advantages of having a parent governor on the panel, and should also be sensitive to issues of race and gender. The Headteacher will not sit on the Panel.
- 6.2. An experienced governor should wherever possible be appointed as chair. Chairs (and all governors) can contact Governor Services for confidential support and advice.
- 6.3. The Chair of the Governing Body should write to the complainant to acknowledge receipt of the written request for the governing body to review the complaint. The acknowledgement should inform the complainant that three members of the school's governing body should hear the complaint within 20 working days of receiving the complaint. The letter will also explain that the complainant has the right to submit any further documents relevant to the complaint. These papers must be received in time for the documents to be sent to the three members in advance of the panel meeting.
- 6.4. The Chair of the panel (in liaison with the clerk) should ensure the Panel hears the complaint within twenty working days of receiving the letter. The Chair of the Panel has a key role, and should ensure that the remit of the panel is explained to the parties and each party has the opportunity of putting their case without undue interruption; the issues are addressed;

key findings of fact are made; parents and others who may not be used to speaking at such a hearing are put at ease; the hearing is conducted in an informal manner with each party treating the other with respect and courtesy; the panel is open minded and acting independently; no member of the panel has a vested interest in the outcome of the proceedings or any involvement in an earlier stage of the procedure;

- 6.5. The chair of the panel should ensure that the meeting is properly minuted usually by the Clerk to Governors. Minutes should record details of the process, findings, actions/recommendations and next steps.
- 6.6. All relevant correspondence relating to the complaint should be given to each Panel member as soon as is possible after the composition of the panel is confirmed. If the correspondence is extensive, the Chair may prepare a thorough summary for sending to Panel members.
- 6.7. The Chair of the Governing Body Complaints Panel or clerk should aim to inform you, the Headteacher, any relevant witnesses and members of the panel by letter, at least **five working days** in advance, of the date, time and place of the meeting
- 6.8. The governors hope that you will feel comfortable with the meeting taking place in the school; but we will aim to do what we can to make alternative arrangements if requested to do so. The chair of the panel will bear in mind that the formal nature of the meeting may be intimidating for you and will do his or her best to put you at ease. The letter should indicate that you are entitled to be accompanied to the meeting. The choice of person to accompany you is your own, but it is usually best to involve someone in whom you have confidence but who is not directly connected with the school. All attendees are bound by any agreed matters of confidentiality. They are there to give you support but also to witness the proceedings and to speak on your behalf if you so wish.
- 6.9. The notification should also explain how the meeting will be conducted and the complainant's right to submit further written evidence to the Panel. These must be received by the clerk at least three days before the panel meeting. You can include witness statements, or ask witnesses to give evidence in person, if you wish.
- 6.10. The Headteacher should be invited to attend the Panel meeting and asked to prepare a written report for the Panel in response to the complaint. Other members of staff directly involved in matters raised in the complaint may also be asked to prepare reports or statements. With the agreement of the chair of the panel, the Headteacher may invite

members of staff directly involved in matters raised by you to attend the meeting.

6.11. Representative(s) from the school (who may also be accompanied by workplace colleagues or representatives from their professional associations) may be invited to attend this meeting in order to clarify the matter.

6.12. As the panel meeting is intended to be investigatory, rather than adversarial, the persons giving evidence or making representations to the panel will normally attend separately.

6.13. All attendees (not witnesses) including the complainant should receive a set of the relevant documents including the Headteacher's report and the agenda, wherever possible at least two working days prior to the meeting.

6.14. Witnesses may be invited to the hearing and give statements but should withdraw once they have done so.

6.15. As a general rule, no evidence or witnesses previously undisclosed should be introduced into the meeting by any of the participants. Submission of additional documents or requests for additional attendees will be at the discretion of the Chair of the panel and the meeting may be adjourned so that the other party has a fair opportunity to consider and respond to the new evidence.

6.16. In closing the meeting, the chair should explain that the panel will now consider its decision and that written notice of the decision should be sent to the Headteacher and yourself **within five working days**. All participants other than the panel and the clerk will then leave.

6.17. When the panel has collected sufficient information, it will then consider the complaint and all the evidence presented in order to:

- reach a majority decision on whether the complaint is upheld;
- decide on the appropriate action to be taken to resolve the complaint;
- recommend, where appropriate, to the Governing Body changes to the school's systems, policies or procedures to address the issues raised

It should then inform the complainant and the Headteacher of the outcome, in writing with a copy of the Complaints Closure form to complete. The governing body should be informed at the next governing body meeting. The report to Governors may include details of the process, findings, actions/recommendations and any next steps.

- 6.18. If the outcome of the complaints procedure shows the school is at fault, it is often sufficient to provide redress in the form of an acknowledgement that the complaint is upheld together with an appropriate apology. It may be appropriate to offer one or more of: an explanation, admission that the situation could have been handled differently or better, assurances that the event complained of will not recur, an undertaking to review school policies or practices in the light of the complaint, an explanation of the steps that have been taken to ensure it will not happen again. An admission that the situation could have been handled better is not the same as an admission of negligence. Fear of litigation should not prevent a school from admitting to parents when mistakes have been made, but it is recommended that advice be sought if the complainant threatens legal action.
- 6.19. Normally, the written outcome of the panel meeting, which will be sent to you and the Headteacher, should provide all the information required. If, however, you feel you would like to have a copy of the minutes it would be helpful if this could be indicated in advance. If the panel is happy for the minutes to be copied to you, the clerk can then be asked to maintain confidentiality in the minutes.
- 6.20. Please understand that any decision to share the minutes with you, is a matter for the panel's discretion and there is not an automatic right to see or receive a copy. Since such minutes usually name individuals, they are understandably of a sensitive and, therefore, confidential nature.
- 6.21. Consideration of the complaint by the governing body and the school, save for any actions that are agreed, should terminate at this point. If the complainant is not satisfied that the appropriate procedure has been followed, they may request a review of that process by another panel of the governing body.
- 6.22. The school should keep a copy of all correspondence and notes on file in the school's records but separate from pupils' personal records in perpetuity.
- 6.23. The aim of the meeting should be to ensure the complaint is understood, define desired outcomes within the scope of the policy, resolve the complaint and achieve reconciliation between the school and complainant. However, it has to be recognised that sometimes it may only be possible to establish facts and make recommendations that will satisfy the complainant that their complaint has been taken seriously.

6.24. Investigating the complaint should include establishing what has happened so far and who was involved, clarifying the nature of the complaint and what remains unsolved, meeting with or contacting the complainant, clarifying what would put things right for the complainant, interviewing those involved with the matter/those complained of (allowing them to be accompanied if they wish). An effective procedure will clarify any misunderstandings that might have occurred and any areas of agreement between the parties.

7. Governing Body Complaints Review Meeting

7.1. If the concern/complaint has been investigated by a panel of governors and the parent is unhappy with the outcome they may request that the governing body review whether the complaint has been properly dealt with. In this case the complaint form passes to the Governing Body and the Chair/Vice Chair or other designated governor should appoint a Governing Body Complaints Review Panel to review whether the complaint has been properly dealt with and the outcomes upheld. It may be necessary depending on the nature of the complaint to appoint an independent investigator at this stage.

7.2. In the case of an independent investigation, once the recommendations are received by the Chair of the Review Panel a meeting should be arranged, usually within 14 days, to consider whether to uphold the recommendations made by the independent investigator.

7.3. A review of the process followed by the school should be conducted by a panel of 3 members of the governing body not involved in the Complaints Panel and a chair will be agreed. This should take place within 20 school days of receipt of a written request.

7.4. The review will normally be conducted through a consideration of written submissions, but reasonable requests, from any of the parties, to make oral representations should be considered sympathetically.

7.5. The panel should inform the complainant of the date of the Complaints Review Meeting and request written evidence to be provided from them five days in advance of the meeting. Then they should invite representatives of the school (usually the Headteacher or the chair of the governing body panel that has considered the matter), as appropriate, to make a response to the complaint.

7.6. The panel should also have access to the records kept of the process followed.

7.7. 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.

7.8. The complainant and the school representative(s) should be informed in writing of the outcome (including the reasons for the decision), usually within 5 school days of the panel meeting with a copy of the Complaints Closure form to complete. The matter should then be closed as far as the school is concerned.

7.9. The school should keep a copy of all correspondence and notes on file in the school's records but separate from pupils' personal records in perpetuity.

8. Stage 4: Review by the Secretary of State for Education

8.1. Parents can complain to the Secretary of State for Education if they have exhausted the school's own procedure and feel that their complaint remains unresolved. If a complainant wishes to go beyond the governors' complaints panel, they should be advised to contact the Secretary of State for Education. More information is available at www.education.gov.uk/schoolcomplaints.

9. Record Keeping

9.1. Complaints should be recorded and monitored regularly by staff and governors. This is done via the Headteachers Report to Governors three times a year or by Governors at the next Governing Body Meeting. It is recommended that recording should begin at the point when an initial concern or complaint cannot be resolved immediately but needs some investigation and/or consultation with others in school and a subsequent report back to the parent.

9.2. Recording at the earliest stage need only be a very basic record of the complaint, giving the date, name of parent and general nature of the complaint. Whatever system is used, it should be consistent and understood by the staff and records retained with due regard for confidentiality.

9.3. The school should ensure that a copy of all correspondence and notes are kept on file in the school's records. These records should be kept separately from the pupil's personal records.

10. Extended Services

10.1. It is recommended that the governing body ensures that any third party providers offering community services or facilities on the school premises or using school facilities for any purpose have their own complaints procedures in place.

11. Staff Awareness and Training

11.1. All staff should be aware of the procedures, as potentially many will be involved with handling complaints, especially at the informal level. To be confident in doing so depends on them having clear information about the procedures, reassurances that senior staff are committed to the procedures and some basic training in dealing with people who are upset or angry. All staff should also have clear information about individual staff roles and responsibilities so that parents do not get continually passed from one to another.

12. The role of the clerk

12.1. The clerk should be the contact point for the complainant and be required to:

- Set the date, time and venue of the hearing and ensure that the dates are convenient to all parties and that the venue and proceedings are accessible.
- Collate any written material and send it to the parties in advance of the hearing
- Meet and welcome the parties as they arrive at the hearing
- Record the proceedings
- Notify all parties of the panel's decision

13. Anonymous complaints

13.1. Anonymous complaints should not be automatically disregarded. They may relate to a serious issue which may subsequently resurface. It should be at the Headteacher's or Governing Body's discretion as to whether the gravity of an anonymous complaint warrants an investigation. A copy of every anonymous complaint and note of the decision should be retained on file.

13.2. Most complaints are resolved at the first stage but it is important that there is a robust mechanism at the second stage and that our governing body is well prepared to deal with them. KCC Governor Services provide training for Chairs and Clerks. At this stage our school may wish to seek advice from the Local Authority or Diocese as appropriate.

14. Vexatious Complaints

14.1. If properly followed, a good complaints procedure will limit the number of complaints that become protracted. However, there will be

occasions when, despite all stages of the procedures having been followed, the complainant remains dissatisfied.

14.2. If the complainant tries to reopen the same issue, the Chair of the Governing Body is able to inform them in writing that the procedure has been exhausted and that the matter is now closed.

14.3. If the complainant writes again on the same issue, then the correspondence may be recognised as vexatious and there will be no obligation on the part of the school to respond.

14.4. It is important to note however that, should a complainant raise an entirely new, separate complaint, it must be responded to in accordance with the complaints procedure.

14.5. It is not the complainant who is vexatious; it is the correspondence.

15. What if the complaint is about a governor?

15.1. The Chair of Governors can still address the complaint. If the complaint is about the Chair of Governors it should be referred to a member of the governing body.

15.2. If a complaint is about the governing body as a whole, you should contact the Area Education Officer at Kent County Council or Governors' Support for advice. The Local Government Ombudsman is also available for advice at any stage of the process.

16. Availability

16.1. A copy of this procedure is available on the school website and also by request from the school office.

- Appendix 1 – Complaints form - attached
- Appendix 2 – Complaint close out form - attached
- Appendix 3 – Complaint Review Request Form
- Appendix 4 – Flow diagram of process
- Appendix 5 – How to listen to complaints
- Appendix 6 - Model letters and a checklist for a panel hearing
- Appendix 7 – Useful information and sources

Appendix 1 CROCKHAM HILL CE PRIMARY SCHOOL - COMPLAINT FORM

Please complete and return to the School Office marked for the attention of the Head Teacher or Chair of Governor (see divided responsibility list within the policy) who will acknowledge receipt and explain what action will be taken.

(Shaded boxes are optional – but please note that the school may then be limited in its ability to investigate your complaint in this instance).

Date:	
Your Name:	
Pupil's Name :	
Your relationship to the pupil:	
Address:	
Postcode:	
Day time telephone no:	
Evening telephone no:	
Email address:	
Please give details of your complaint (including dates, names of witness) to allow the matter to be fully investigated: <i>(please use additional sheets if required)</i>	
What action, if any, have you already taken to try and 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:	

Official Use:	
Date acknowledgement sent	
By who:	
Complaint referred to:	
Date:	
Complaint closed date:	

Appendix 2 CROCKHAM HILL CE PRIMARY SCHOOL – COMPLAINT CLOSURE FORM (to be amended as appropriate)

Complainant Name	
Complaints Panel	
Date of Complaint	
Date of Close Out	

I understand that the Governors have followed the School Complaints procedure (as laid out in the School Complaint Policy) correctly in dealing with my complaint.

I understand that a number of recommendations have been made to the School via the Headteacher as a result of my complaint and/or to the Governing Body via the Chair of Governors.

I understand and agree that the matter is now considered closed by Crockham Hill CE Primary School, the Governing Body and myself.

I understand and agree that the following items detailed above will remain confidential by all parties:-

Comment:

Complainant
Signed.....

Dated.....

Chair of Panel
Signed.....

Dated.....

Clerk
Signed.....

Dated.....

Appendix 3 CROCKHAM HILL CE SCHOOL - COMPLAINT REVIEW REQUEST FORM

Please complete and return to the School Office marked for the attention of the Chair of Governors who will acknowledge receipt and explain what action will be taken.

(Shaded boxes are optional – but please note that the school may then be limited in its ability to investigate your complaint in this instance).

Date:	
Your Name:	
Pupil's Name :	
Your relationship to the pupil:	
Address:	
Postcode:	
Day time telephone no:	
Evening telephone no:	
Email address:	
Signature:	

Dear Chair of Governors,

I submitted a formal complaint to the school on and am dissatisfied by the procedure that has been followed.

My complaint was submitted to and I received a response from on

I have attached copies of my formal complaint and of the response (s) from the school.

I am dissatisfied with the way in which the procedure was carried out because:

What actions do you feel might resolve the problem at this stage?

Signed

Date:

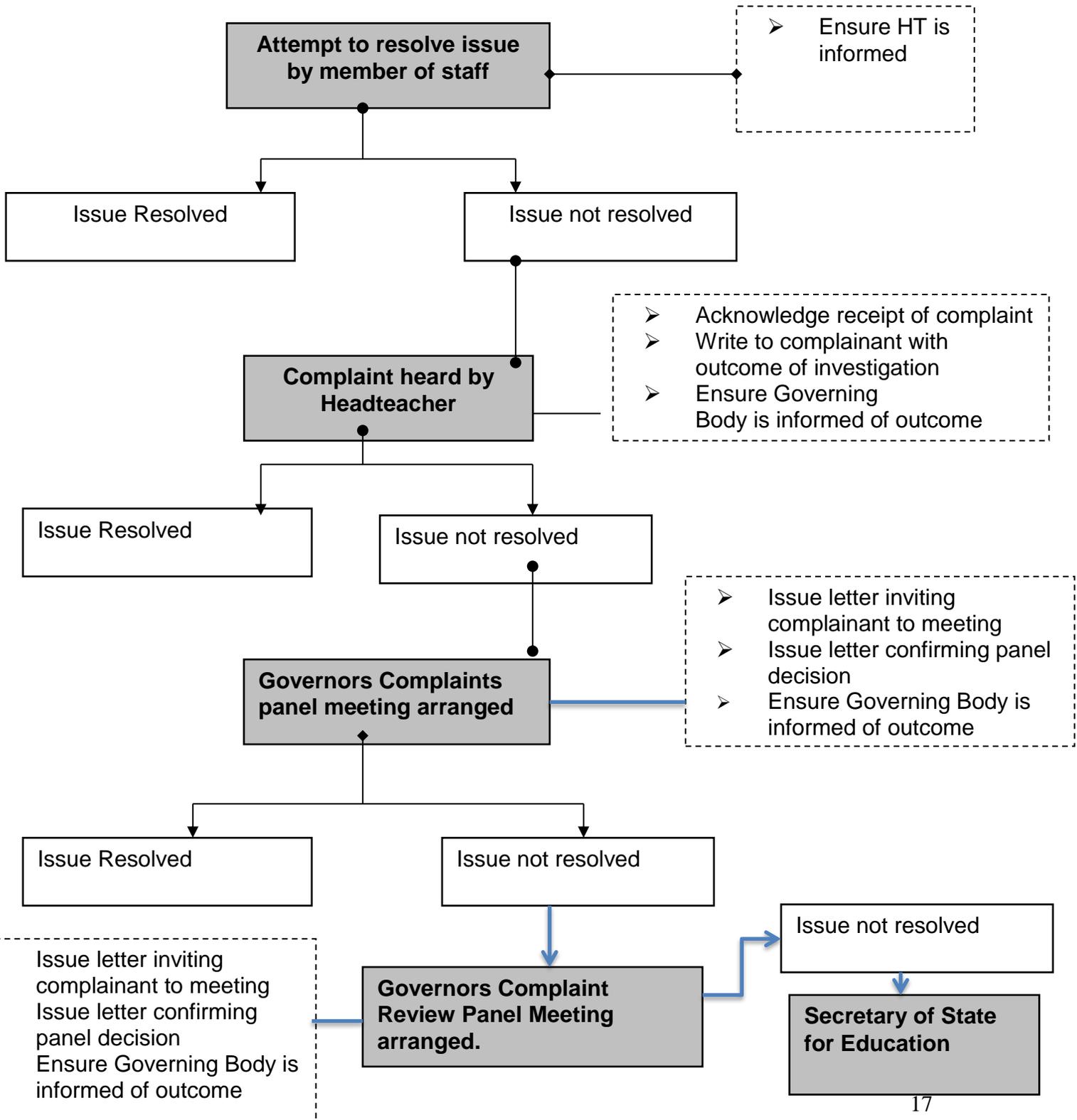
Please continue on separate sheets if necessary.

Number of additional pages attached:

Official Use:			
Date formed received		Complaint referred to date	
Date acknowledgement sent			
By who:		Complaint closed (date)	

Appendix 4

Flowchart of complaints



Appendix 5 - How to Listen to Complaints

When you realise that you are listening to a complaint, try to remember these points:

- | | |
|--|---|
| Don't pass the buck | <i>Try not to keep transferring an angry person from one place to another. Take the responsibility to ensure the right person deals with it if you cannot deal with it yourself.</i> |
| Don't be flippant | <i>First impressions count. You and the school may be judged on your immediate reaction.</i> |
| Treat all complaints seriously | <i>However small or trivial it may seem to you, the complaint will be an important problem for anyone who takes the trouble to complain. Access to the procedure is a right which should not be restricted by a judgement as to the seriousness of the issue.</i> |
| Treat every complaint individually | <i>Even if you have already received several similar complaints the same day, it is probably the person's first chance to have their say.</i> |
| Be courteous and patient | <i>Be sympathetic and helpful, but do not blame other colleagues.</i> |
| Say who you are | <i>If you are unknown to the other person, introduce yourself.</i> |
| Ask for their name and use it | <i>Anonymous complaints are acceptable only where there are special circumstances.</i> |
| Take time to find out exactly what the problem is | <i>It is easy for someone to forget to tell you an important detail, particularly if they are upset or annoyed. Asking what outcome the complainant seeks is a good way to find out what it is really all about and will help you to know if you can resolve it</i> |
| Don't take the complaint personally | <i>To an angry or upset person, YOU are the school, and the only one they can put their feelings to right now.</i> |
| Stay cool and calm | <i>Do not argue - be polite and try to find out exactly what the person thinks is going wrong, or has gone wrong.</i> |
| Check you are being understood | <i>Make sure that the person understands what you are saying. Don't use jargon - it can cause confusion and annoyance to someone 'not in the know'.</i> |
| Don't rush | <i>Take your time. Let people have their say, and let off steam if they need to. Listen carefully and sympathetically to their problems before replying and attempting to find a solution or offer a next step.</i> |

Appendix 6 Model letters and check list for a panel hearing

Model letters can be found on NAHT website

A possible check list for panel hearings can be found at:

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/346867/School_Complaints_Toolkit_2014.pdf

Appendix 7 Other useful information sources:

Governor Services: 01622 696641

Further information can be obtained from the School Complaints Unit: by calling the National Helpline on 0370 000 2288 online at:

www.education.gov.uk/help/contactus or www.education.gov.uk/form/school-complaints-form

Useful resources and external organisations

- National Governors Association

Other relevant departmental advice and statutory guidance

- Section 29 of the Education Act 2002
- Governors Handbook

Other DfE resources

How to complain about a school - Advice for complainants