



William Shrewsbury Primary School

CCLT Complaints Procedure

'to inspire a love of learning'



Central Co-operative Learning Trust

Complaints Policy and Procedure

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1. Purpose

All schools in the Central Co-operative Learning Trust (CCLT) are committed to providing a high quality education for your child, but unfortunately, sometimes you may have cause for concern, which may lead you to raise this with the school. When this happens, it is important that those concerns are raised directly with the school, as soon as possible. All of our schools have a good track record of responding with sensitivity and with the primary concern of resolving matters as quickly as possible so that:

- there is the minimum of disruption to your child's education;
- good relations are restored between all concerned and
- issues are addressed with as much discretion as possible.

Complaints from non-parents of the school should also follow this policy and procedure. There are three stages to the Complaints Policy and Procedure:

2. Procedure

2.1. Stage 1 – Expressing Concerns

- 2.1.1. Talking informally with the class teacher or member of staff responsible for the area you are concerned about.
- 2.1.2. If your concern is more serious, you may prefer to make an appointment to discuss it with the Headteacher or a member of the school's Senior Leadership Team.
- 2.1.3. You will be contacted within two school working days from the point you informed the school of your concern.

2.1.4. All staff will make every effort to resolve your concern promptly thereafter.

2.2. Stage 2 – Formal Complaint (Headteacher or Chair of Governors)

- 2.2.1. A formal complaint must be put in writing explaining your concern in as much detail as possible. A form is available in appendix 1.
- 2.2.2. It may be that the Headteacher has not been aware of your concerns prior to this point. Therefore, an appointment should be made to discuss your concerns with the Headteacher, who will then seek to investigate your concerns, as well as attempting to resolve the matter to the satisfaction of all concerned.
- 2.2.3. Alternatively, the Headteacher may request that the Deputy Headteacher leads on the investigation.
- 2.2.4. If your complaint is about the Headteacher then you should contact the school's Chair of Governors, who will seek to resolve the matter through discussion with both you and the Headteacher.
- 2.2.5. A formal complaint will be investigated and dealt with, within ten school working days from the complaint being received. If the complaint is complex and prevents this timescale being achievable, then you will be informed of this issue.
- 2.2.6. Where concerns cannot be resolved by the Headteacher (or the Chair of Governors, if applicable) then you can request that your complaint is referred to the Local Governing Board's Complaints Committee. A form is available in appendix 2.

2.3. Stage 3 – Formal Complaint (Local Governing Board's Complaints Committee)

- 2.3.1. If your complaint is referred to the Local Governing Board's Complaints Committee, then it will meet to consider the complaint and you will be invited to attend the meeting to make representations in person. You may choose to be accompanied at the meeting with a person of your choice should you so wish. The meeting will be held at a time and a venue convenient for all parties.
- 2.3.2. The Complaints Committee will consist of at least three people who are not directly involved in the matters detailed in the complaint, with one of the panel members being independent of the management and running of the school.
- 2.3.3. The Headteacher and Chair of Governors will not be members of the Complaints Committee, although one or both may also be present at the meeting.
- 2.3.4. A written response will be sent to you within 20 school working days from the date of the written complaint being received.
- 2.3.5. The response will outline the outcome of the investigation and detailing how the conclusion has been reached. The letter will also tell you where to take the complaint next should you not be satisfied with the response provided.

2.4. Role of the Central Co-operative Learning Trust (CCLT)

- 2.4.1. There is not a general right of appeal against the decision of the Local Governing Board's Complaints Committee. However, if you feel that proper procedures were not followed or reasonable consideration given to the complaint, you can raise the matter with the CCLT's Trust Board.
- 2.4.2. A letter should be sent to the Chief Executive Officer of the CCLT explaining:

- Details of the complaint;
 - the response made to it;
 - why you think that the Complaints Committee has not followed a proper procedure in considering the complaint and
 - why you think that the Complaints Committee's consideration was unreasonable.
- 2.4.3. The Chief Executive Officer will review the complaint on behalf of the CCLT and provide a written response within 10 school working days to inform you of any further enquiries made into your complaint.
- 2.4.4. If the Complaints Committee is perceived not to have followed the proper procedure and considered the complaint reasonably, the Chief Executive Officer may make practical suggestions to the Complaints Committee, including a request to further investigate the matter, if considered appropriate.
- 2.4.5. If you wish to raise the matter with the CCLT, then please write to Bernadette Hunter, Chief Executive Officer at: c/o Outwoods Primary School, Harehedge Lane, Burton on Trent, DE13 0AS. Email: bhunter@centralclt.com

2.5. Role of the Education and Skills Funding Agency (ESFA)

- 2.5.1. This Complaints Policy and Procedure follows the Government Regulations and Education and Skills Funding Agency (ESFA) guidance.
- 2.5.2. If you still remain dissatisfied and feel that the neither the school or the CCLT has followed the appropriate procedure, any relevant policies, or has failed to discharge a statutory duty, you should refer your complaint to the ESFA.
- 2.5.3. The ESFA cannot change any decision a school has made about the complaint and will only look at whether the school considered the complaint properly by following its complaints policy. If considered appropriate the ESFA may ask the school to reconsider the complaint from an appropriate stage and/or change its complaints procedure in order that it complies with legal requirements.
- 2.5.4. It should also be noted that the ESFA will only look at complaints about schools that fall into the following areas:
- undue delay or non-compliance with a school's own complaints procedure
 - a school's failure to comply with a duty imposed on it under its funding agreement with the Secretary of State
 - a school's failure to comply with any other legal obligation, unless there is another organisation better placed to consider the matter.
- 2.5.5. If you feel that your complaint is eligible for escalation to the ESFA, you should send it via:
- the Department for Education's 'school complaints form' at www.education.gov.uk/schools/leadership/schoolperformance/school-complaints-form
 - by post to: Ministerial and Public Communications Division
Department for Education
Piccadilly Gate
Store Street
Manchester M1 2WD

2.6. Persistent or Vexatious Complaints

- 2.6.1. You may remain dissatisfied, despite all the procedures having been followed and reasonable responses being provided. It may be the case that it is not possible to resolve all of your concerns and meet all of your wishes. Sometimes it may be necessary to '*agree to disagree*'.
- 2.6.2. If you do continue to make representations to the school on the same issues, the Local Governing Board reserves the right to inform you, in writing, that the appropriate procedures have all been followed, that all reasonable actions have been taken to try to resolve the issue and that the matter is now closed. Should you then write to the school again on the same issue(s), there is no obligation on the school to respond to you in that case.
- 2.6.3. Correspondence received from any complainant subsequent to closure will be kept on file, indefinitely, as will notes of telephone calls and any further personal calls referring to the matter.

2.7. Review

- 2.7.1. This Policy and Procedure will be reviewed on an annual basis by the schools' Local Governing Boards which reports to the Central Co-operative Learning Trust Board.
- 2.7.2. This Policy and Procedure will also be reviewed, as and when required, should legislation and/or guidance be received from the ESFA.



Central Co-operative Learning Trust Complaints Policy and Procedure Appendix 1 - Stage 2 – Formal Complaint

Name:	
Address:	
Telephone Number:	
E-mail Address:	
Child's Name:	
Class:	
Date/time period to which your complaint relates:	
Name(s) of staff who are already aware of the complaint:	
Date of when the verbal complaint was initially made and to whom:	
Details of the complaint: <i>Please include as much detail as possible and continue on a separate sheet if necessary.</i> <i>Please attach any relevant information to support your complaint.</i>	
What suggestions do you have of how this complaint can be resolved?	
Signed:	
Date:	



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Appendix 2 - Stage 3 – Formal Complaint to the Local Governing Board’s Complaints Committee

Name:	
Address:	
Telephone Number:	
E-mail Address:	
Child’s Name:	
Class:	
<p>Details of the reason as to why you are not satisfied at the outcome of the Stage 2 complaints procedure:</p> <p><i>Please include as much detail as possible and continue on a separate sheet if necessary.</i></p> <p><i>Please attach any relevant information to support your complaint</i></p>	
Signed:	
Date:	