

St Luke's C.E. Primary School
Complaints Procedure

Complaints Procedure
Full Governing Body
Reviewed: Spring 2026
For Review: Spring 2029

Introduction

St Luke's C.E. Primary School endeavours to provide the best education possible for all of its pupils in an open and transparent environment. We welcome any feedback that we receive from parents, pupils and third parties, and we accept that not all of this will be positive.

Parents are encouraged to come to the school to talk about their concerns. The school has an open door policy and staff are available to see parents before and after school and at other times by appointment.

The school aims to keep parents informed when they have made a complaint and adheres to the timescales stated in this procedure. Where concerns are raised the school intends these to be dealt with fairly, openly, promptly and without prejudice.

In order to do so, the governing board of St Luke's C.E. Primary School has approved the following procedure which explains what you should do if you have any concerns about the school. This procedure is designed to facilitate resolution of parental concerns with the minimum of conflict.

Safeguarding

Wherever a concern or complaint indicates that a child's wellbeing or safety is at risk, action will be taken in accordance with the school's Safeguarding and Child Protection Policy which is published on the school website.

Social Media

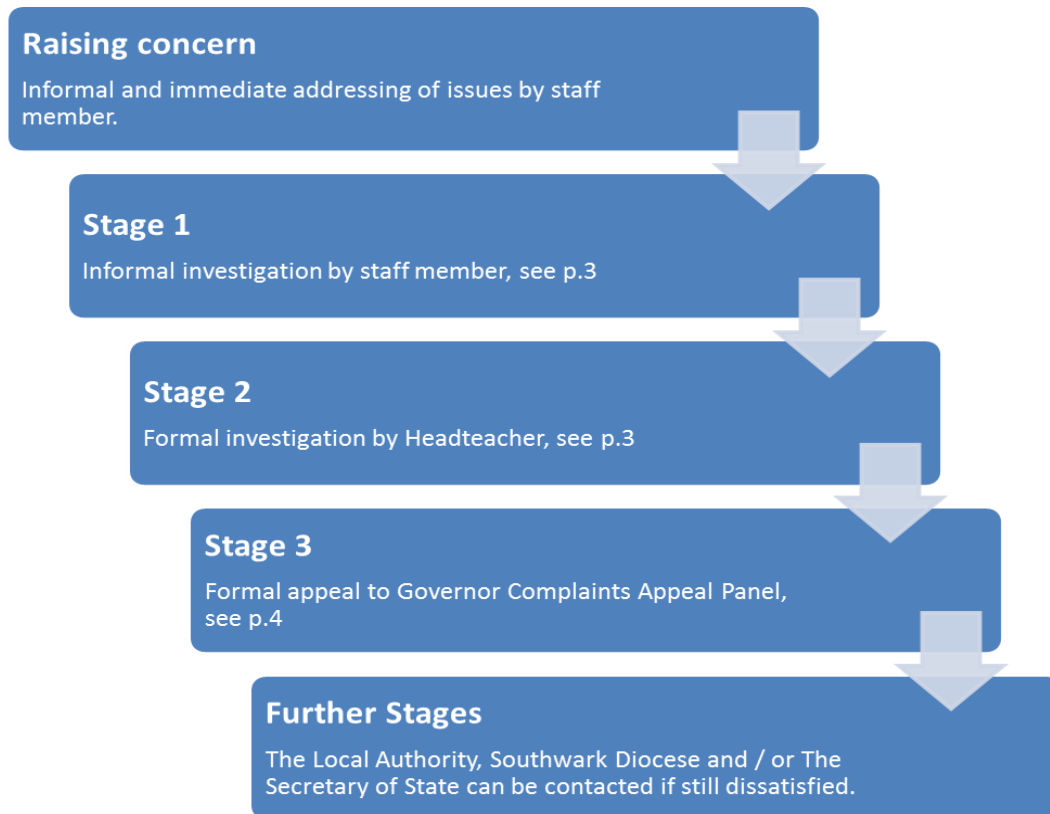
In order for complaints to be resolved as quickly and fairly as possible, St Luke's C.E. Primary School requests the complainants do not discuss complaints publically via social media such as Facebook or X. Complaints will be dealt with confidentially for those involved and we expect complainants to observe confidentiality also. The school does not consider social media as an acceptable medium for providing complaints. Complaints will only be accepted through the process outlined in this policy.

Complaints that result in staff capability or disciplinary action

If, at any formal stage of the complaint, it is determined that staff disciplinary or capability proceedings are necessary in order to resolve the issue, the details of this action will remain confidential to the Headteacher and/or the individual's line manager. The complainant is entitled to be informed that action is being taken and the eventual outcome of any such action, but is not entitled to participate in the proceedings or receive any detail about them.

Procedure

Before raising a concern with the school, please discuss the issue with your child as sometimes it can be resolved without contacting the school. If you still need to raise the issue, please do so in the first instance with the relevant member of staff who will be happy to talk to you and seek to establish a solution. If you are not satisfied with this response and believe the issue has not been resolved, please use the following procedure as detailed below.



Timeframes

St Luke's C.E. Primary School will endeavour to abide by timeframes stated under each stage but acknowledges that in some circumstances, this is not always possible due to the complexity of information needed to review a complaint or difficulties regarding individual's availability to deal with the complaint, for example. If it becomes apparent that it is not possible to complete any stage of the complaints procedure within a given timeframe, the individual responsible for handling the complaint will contact the complainant as soon as possible and come to an agreed timeframe that works for all parties involved.

St Luke's C.E. Primary School reserves the right not to investigate complaints that have been made over one month after the subject of the complaint took place, except in exceptional circumstances. These are where the complaint is of an especially serious matter, where new evidence has come to light or where there is reasonable justification as to why the complainant has been unable to raise the complaint before this time. The Headteacher will review the situation and decide whether or not to enact the Complaints Procedure, informing the Chair of Governors of the decision.

Complaints about the Headteacher or the governors

Where a complaint is about the Headteacher, the complainant should first directly approach the Headteacher in an attempt to resolve the issue informally. If the complainant is not satisfied with this outcome they should notify the Clerk to the Governors in writing via the school office. The Stage 2 process will then commence but with the Chair of Governors, or another governor appointed by the Chair, carrying out the role of the Headteacher in the investigation.

Where a complaint regards a governor, the same process applies as for the Headteacher. Where a complaint concerns the Chair of Governors, the individual should contact the Clerk to the Governors. Informal resolution will be sought, but where this fails, the Complaints Procedure at Stage 3 will take immediate effect. The Vice Chair or an independent investigator will mediate any proceedings.

Stages of the Complaint

Raising concerns

It is hoped that a concern can be resolved without formally invoking this procedure. If you are concerned about anything to do with the education that the school is providing, you should make an appointment to discuss this with your child's class teacher or another relevant member of staff. The member of staff will attempt to resolve the matter. That member of staff has a duty to inform the Headteacher if the issue is not resolved after the meeting.

All concerns will be dealt with confidentially, although the staff member may need to take notes if they feel that the matter may need to be taken further or it may arise again in the future. Any such notes will be kept in accordance with the principles of the Data Protection Act 2018. However, such notes would be able to be used to as evidence if further investigation was required, or if the concern became a formal complaint.

Stage 1: Informal stage

Where as a result of raising a concern the complainant still feels that the issue has not been addressed, or where the outcome has been that the complaint needs further investigation, they may progress by making an appointment to discuss it with a Senior Leader or Deputy Headteacher.

The Senior Leader or Deputy Headteacher considers any complaint very seriously and investigates each complaint thoroughly. Most complaints are normally resolved at this stage and the complaint will be logged in the Complaints File.

It is hoped that all concerns will be dealt with informally, without the need for formal procedures. However, when an initial attempt to resolve an issue has been unsuccessful, and the person raising the concern remains dissatisfied, they may take the matter further by raising a formal complaint.

Stage 2: Formal investigation by the Headteacher

The complainant may submit a formal complaint in writing to the Headteacher (see Appendix 1). Once received, this letter will be recorded in the Complaints File, along with the nature and details of the complaint.

1. The Headteacher will respond in writing within 10 working days (excluding those that fall in the school holidays) of the date of receipt of the complaint to acknowledge receipt of the complaint and explain what action will be taken, giving clear timeframes.

2. A log of all correspondence in relation to the complaint will be kept in accordance with the Data Protection Principles.

3. The Headteacher will consider all relevant evidence. This may include but is not limited to:

- a statement from the complainant;
- where relevant a statement from an individual who is the subject of the complaint;
- any previous correspondence regarding the complaint;
- any supporting documents in either case;
- an interview with anyone related to the complaint.

4. The Headteacher may decide to have a meeting with the complainant (and where relevant, the subject of the complaint) if they feel that it would be appropriate for the investigation. The complainant may be accompanied by a friend or relative. An independent person not involved in the case may attend the meeting to take notes. At the start of the meeting the Headteacher may find it useful to go through the Formal Complaints Form in Appendix 1 with the complainant.

5. The Headteacher may decide to have a meeting with the subject of the complaint, where relevant, or with other witnesses. Pupil witnesses will only be interviewed with another member of staff present.

6. After considering the available evidence, the Headteacher can:

- uphold the complaint and direct that certain action be taken to resolve it;
- reject the complaint and provide the complainant with details of the stage three appeals process;
- uphold the complaint in part. The Headteacher may find one aspect of the complaint to be valid, but not another aspect. They may direct certain action to be taken to resolve the aspect that she finds in favour of the complainant.

7. The Headteacher must inform the complainant of their decision in writing within 20 working days (excluding those that fall in the school holidays) of having issued written acknowledgement of the receipt of the complaint. They must explain clearly why they have come to the decision. Any agreed actions as a result of the complaint must be detailed. Finally, the complainant must be provided with details of how to progress the complaint to stage three if the complainant is not satisfied.

Stage 3: Formal appeal heard by the Governing Body's Complaints Appeal Panel

If the complainant wishes to appeal a decision by the Headteacher at stage 2 of the procedure, or is not satisfied with the action that the Headteacher took in relation to the complaint, the complainant is able to appeal this decision.

The complainant must write to the Chair of Governors at the school as soon as possible after receiving notice of the Headteacher's decision, briefly outlining the content of the complaint and requesting that a Complaints Appeal Panel is convened.

The Chair of Governors will check that the correct procedures have been followed in dealing with the complaint and whether a hearing of the Governing Body Complaints Appeal Panel is appropriate and, if so, ask the Clerk to convene a meeting.

The Clerk will organise the time and date of the appeal hearing, invite all the attendees, collate all the relevant documentation and distribute this 5 days in advance of the meeting. The Clerk will record the proceedings in the form of minutes and circulate these and the outcome of the meeting.

The complainant must request a Complaints Appeal Panel within 10 working days (excluding those that fall in the school holidays) of receiving the Headteacher's decision or it will not be considered, except in exceptional circumstances. On receipt of this written notification, the following steps will be followed:

1. The Clerk will write to the complainant within five working days (excluding those that fall in the school holidays) to confirm receipt of the appeal request and detail further action to be taken.
2. The Clerk will convene a panel of three school governors. All three panel members will have no prior knowledge of the content of the complaint. If necessary, independent individuals may be invited on to the panel.
3. The appeal hearing will take place within 20 working days (excluding those that fall in the school holidays) of receipt of the date of the confirmation letter from the Clerk to the complainant, confirming the appeal.
4. In addition to the panel, the following parties will be invited, where applicable:
 - the complainant;
 - the Headteacher/governor who dealt with the complaint at Stage 2;
 - where the complaint regards a member of staff, the staff member who is the subject of the complaint.

The complainant may bring a companion with them to the hearing if they wish. Where the subject of the complaint is a member of staff, that staff member is also able to bring a companion with them.

The companion will be a friend or colleague. Neither party is able to bring legal representation with them.

5. If the attendance of any pupils is required at the hearing, parental permission will be sought. Extra care will be taken to consider the vulnerability of children where they are present at a complaints hearing.

6. Where the complaint is about a governor, the complainant may request that the appeal is heard by an entirely independent panel. It is at the discretion of the Governing Body whether to comply with this request. Where an entirely independent panel is required, timescales may be affected while the school sources appropriate individuals for the review.

7. The panel can make the following decisions:
 - 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.

8. All parties who attended the meeting will be informed by the chair of the panel in writing of the outcome of the appeal within 5 working days (excluding those that fall in the school holidays).

This is the final stage at which the school will consider the complaint.

Further Stages

If the complainant is still unsatisfied that the complaint has been dealt with fully and appropriately following the outcomes from the governor's appeals panel meeting they may choose to take the complaint to the Local Authority and/or Southwark Diocesan Board of Education who will then follow their own procedures and guidance in dealing with the complaint.

Finally, if the complainant believes that the school's governing body or Local Authority have acted "unreasonably", they can complain to the Secretary of State in the Department for Education and Skills under section 496 of the Education Act 1996. It should be noted that, in this sense, the word "unreasonably" is used in a strict sense and means acting in a way that no reasonable school or authority could act in the circumstances. This should be a last resort and you should set out the steps you have taken to resolve the problem in your letter

Complaints from parents of children with Special Education Needs & Disability (SEND)

St. Luke's School provides opportunities for parents and teachers to meet both formally and informally. It is intended that concerns regarding SEND issues are identified at early stages so that matters are resolved as quickly as possible. The school encourages initial concerns and contacts to be made through the class teacher, however, matters may be raised by parents directly to the SENDCO or Headteacher. For parents of children with SEND, the complaints procedure follows the same format as outlined in this policy. Under the SEN and Disability Act 2014 parents may seek advice on resolving disagreements from the Local Authority.

Resolving complaints

Complaints may be resolved in a number of ways. It might be sufficient to acknowledge that the complaint is valid in whole or part. In addition, it might be appropriate to offer one or more of the following:

- an apology;
- an explanation;
- an admission that the situation could have been handled differently or better;
- an assurance that the event complained of will not recur;
- an explanation of the steps that have been taken to ensure that it will not happen again;
- an undertaking to review school policies in the light of the complaint.

It is useful if the complainant can state what actions they feel would resolve the problem.

Managing serial and unreasonable complaints (formal and informal)

The school is committed to working in partnership with parents and to resolving concerns fairly, promptly and respectfully. However, the school also has a duty to ensure that its resources are used effectively and that staff are able to carry out their roles without unreasonable disruption.

The school reserves the right to restrict communication from parents who send excessive volumes of correspondence, or who engage in behaviour that hinders the proper running of the school.

In line with Department for Education guidance, a complaint or pattern of behaviour may be considered unreasonable where a complainant:

- Refuses to accept that an issue is not within the school's remit.
- Insists on the complaint being dealt with in ways that are incompatible with the school's published procedures.
- Introduces trivial, irrelevant or tangential information.
- Raises large numbers of detailed but unimportant questions.
- Refuses to co-operate with the school's relevant procedures.
- Changes the basis of the complaint as it progresses.
- Seeks an unrealistic or unachievable outcome.
- Makes excessive demands on the time of staff and governors and where the complaint is clearly intended to aggravate.
- Acts in a way that is abusive, offensive, threatening or otherwise unacceptable.

Unreasonable behaviour may occur in a single incident or form part of a pattern of conduct over time.

Where a parent persists with serial and unreasonable complaints, or behaves in a way that is abusive or disruptive, the school may take proportionate action to protect staff, pupils and the effective operation of the school. This may include:

- Limiting the method, frequency or point of contact for communication (for example, requiring communication to be in writing and directed to a single named person).
- Refusing to engage with further correspondence on a matter that has been concluded.
- In cases of abusive or threatening behaviour, restricting access to the school site. Any such action will follow the appropriate legal process, including consideration of "implied licence".

Any restrictions will be fair, proportionate, time-limited where appropriate, and clearly communicated in writing.

The Headteacher may use their discretion to decide not to investigate a complaint that is deemed to be serial or unreasonable. Where this decision is taken, the Headteacher must inform the Chair of Governors, outlining the nature of the complaint and the reasons for not investigating.

If the Chair of Governors considers it appropriate, they may direct the Headteacher to investigate the complaint, in which case the full complaints procedure will commence from Stage One.

If the Chair upholds the Headteacher's decision not to investigate and the complainant considers this decision to be so unreasonable that no other rational body in the same position would have made it, the complainant may write to the Secretary of State for Education.

Spring 2026

APPENDIX 1

Name	
Name of pupil, year group and your relationship to them (where applicable)	
Contact address	
Contact telephone	
Contact email address	
Details of the complaint	
Action taken so far (including staff member who has dealt with it so far) or solutions offered	
The reason that this was not a satisfactory resolution for you	
What action would you like to be taken to resolve the problem?	

Signed:

Date: