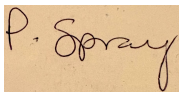
Complaints Policy 2025-2027

STATUS:	DATE AGREED:	REVIEW DATE:
Policy: Statutory/Recommended/Additional	NOVEMBER 2025	DECEMBER 2027
WRITTEN BY:	**GB SIGNATURE:**	
Kate Flowerdew		

CONSULTATION:

Staff and Governors

RESOURCES AND REFERENCES:

West Berkshire model Complaints Policy

PURPOSE:

1. This policy statement sets out Spurcroft Primary School & Nursery's approach to dealing with parental concerns and complaints. Further details of how we handle complaints are contained in our Complaints Procedure document. Both the policy and procedure statements are published on the school website.

2. Spurcroft Primary School & Nursery values good home/school relations and will, therefore, do everything we can to establish and maintain them. This includes seeking to resolve any concerns or complaints promptly, and to the satisfaction of all concerned.

PROCEDURE STATEMENT:

1. We treat all concerns and complaints seriously and courteously and advise parents and others of the school's procedures for dealing with their concerns. We ask that complaints are made as soon as possible after an incident arises.

2. We define a ***'Concern'*** as *'an expression of worry or doubt over an issue considered to be important for which reassurances are sought'.*

3. We define a ***'Complaint'*** as *'an expression of dissatisfaction however made, about the actions taken or a lock of action'.*

4. The government and the Local Authority (LA) advocate resolution of parental concerns and complaints at school level wherever possible, in the interests of maintaining good home/school relations.

5. We expect parents and other complainants to behave respectfully towards all members of the school community. In particular, any disagreement with the school should not be expressed inappropriately or in front of pupils.

6. The senior leadership of the school, and governing board review the number and nature of

complaints (when procedure is completed) in order to ensure that lessons learnt are acted upon.

7. The school's policy and procedures are reviewed regularly and updated as necessary.

8. The policy has the following school based stages;
   - Informal
   - Formal Investigation and response
   - Appeal.

9. A further external appeal stage also exists if the complainant is not satisfied with the way in which the investigation has been managed.

10. Staff and governors receive training in handling parental concerns and complaints as appropriate.

11. The governing board is part of a reciprocal arrangement with other governing boards in the LA, which can be used if it is not possible to convene a complete panel with governors from our own board, in the event that an Appeals Panel is required.

12. Whilst we will seek to resolve concerns and complaints to the satisfaction of all parties, it may not be possible to achieve this in every case.

13. We acknowledge that some complainants can be persistent in their repeated approaches to the school, and to manage these instances a separate Persistent Complainant policy exists.

14. If a complainant chooses to take formal legal action whilst the complaint is being investigated the legal action takes precedent over the complaint process, and this process is suspended. However, we would expect the complainant to have exhausted the school complaint process to before legal action is commenced.

15. If a statutory procedure needs to be invoked at some point during the investigation of a more general complaint, the complaints procedure should be suspended until the statutory proceeds has been concluded

MONITORING AND EVALUATING:

This procedure is revised every two years and monitored through the reporting of complaints to the Governing Board by the Headteacher.

SAFEGUARDING STATEMENT

We are committed to safeguarding and promoting the welfare of all pupils in our care. The health, safety and well-being of all our pupils is taken seriously and all staff and volunteers are aware of their responsibilities and will do all they can to provide a safe, caring and positive environment where children feel happy and secure.