



Norton Free C of E Primary School

COMPLAINTS PROCEDURE STATEMENT

Date	March 2026
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Approval	Can be delegated by the governing board to a committee, governor or headteacher
Review Cycle	TBC by GB
Date of next review	March 2027
Published on website	MANDATORY

Norton Free C of E Primary School Complaints Procedure

1. What to do first

Many concerns arise from misunderstandings and are best dealt with positively in discussion with the staff at the school. This is best done by speaking with your child's **class or form teacher**. All staff will make every effort to resolve your concern quickly and informally. They will make sure that they understand what you feel went wrong and they will explain their own actions to you. They will ask what you would like the school to do to put things right. Of course, this does not necessarily mean that in every instance they will agree with your point of view but the response should help both you and the school to understand both viewpoints. It may also prevent a similar problem arising in the future.

2. What to do next

Should you remain dissatisfied with the teacher's initial response, you can make a complaint to the **Head Teacher**. This is best done in writing or by making an appointment to discuss the problem. You may find it helpful at this stage to have a copy of the full School Complaints Procedure as this explains in detail what procedures should be followed. (This is available from the School Office). The Head Teacher will ask to meet with you for a discussion of the problem and you may take a friend or someone else with you if you wish.

The Head Teacher will conduct a full investigation of your complaint and may interview members of staff or pupils involved. You will then receive a written response to your complaint. This will hopefully resolve the matter. However, should you remain dissatisfied, the Head Teacher should give you detail and of ways to take matters further.

3. If you are still unhappy

If you are still not satisfied, you may wish to contact the **Chair of Governors** and request that they look again at your complaint and the Head Teacher's response. The Chair of Governors will seek to clarify your concerns and undertake their own independent investigation; this may well involve speaking with members of staff and others. Once their investigation has been concluded, you will then receive a written response to your complaint. This will hopefully resolve the matter.

Should you remain dissatisfied with the response from the Chair of Governors, you can ask for your complaint to be referred to a **Governing Body Complaints Review Panel**. This will comprise a group of three governors from the school who, as far as is possible, have no previous knowledge of the problem and who will therefore be able to give it fresh assessment. You will be invited to attend a meeting and speak to the Panel in person. The full School Complaints procedure explains how these meetings operate.

4. Further Action

The Advice and Conciliation Service

Before any action is considered it is essential that you discuss your concerns with the Advice and Conciliation Service. The Advice and Conciliation Service is an impartial Service based within Children and Young People's Services and aims to help all sections of the Service in Sheffield become more responsive to comments, complaints, criticisms and suggestions from parents and carers, young people and other service users. The Advice and Conciliation Officer can be contacted on Sheffield 0114 2053938/2053939.

The Department for Education

Complaints about school are almost always settled within school but, complaints about maintained schools not resolved by the school can be referred to the Secretary of State for Education.

Should you believe that either the Local Authority or Governing Body has acted unreasonably you can take your complaint to the Secretary of State for Education. 'Unreasonably' for these purposes means that you believe the school has acted in such a way that no reasonable school would act. This is a high threshold to overcome.

If your complaint is about a local authority maintained school, that is, it is not an academy or Free School, and you feel your complaint has not been resolved satisfactorily by the school's governors, you can refer your complaint to the Secretary of State for Education. You must do this in writing, either by post to:

School Complaints Team
Department for Education
Castle View House
East Lane
Runcorn. WA7 2GJ

Or, by using the online School Complaints form. This can be accessed at:

<http://www.education.gov.uk/b00212240/guidance-on-making-a-complaint-about-a-school/how-to-complain-to-the-department-about-a-school>

Before submitting your complaint, please read the guidance section on making a complaint about a school. This can be accessed at:

<http://www.education.gov.uk/b00212240/guidance-on-making-a-complaint-about-a-school>