SODBURY VALE FEDERATION

Concerns and Complaints Policy

Policy Number	*SVF026*
Version Number	*05*
Issue Date	*Oct 26*
Date of Review	*Oct 27*

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2 VERSION HISTORY

Version Number	Reason for Issue	Date of Issue
01	Initial Issue For Federation	Oct 2022
02	Updated	Nov 2023
03	Clarity of processes	Feb 2024
04	Reviewed and Updated	Feb 2025
05	Renamed as 'Concerns and Complaints' policy, updated in line with guidance from South Gloucestershire Council	Oct 2026

3 Introduction - Concerns and Complaints

Sodbury Vale Federation, consisting of Horton CE VA and St John's Mead CE VC Primary Schools aims to work in partnership with parents, carers and other parties in the best interests of the children and the federation. In support of this objective the Concerns and Complaints Policy has been put in place to provide a framework for resolving any problems or concerns that parents / carers and others wish to raise with the school.

4 The difference between a concern and a complaint

A **concern** may be defined as '*an expression of worry or doubt over an issue considered to be important for which reassurances are sought*'.

A **complaint** may be defined as '*an expression of dissatisfaction however made, about actions taken or a lack of action*'.

It is in everyone's interest that concerns and complaints are resolved at the earliest possible stage. Many issues can be resolved informally, without the need to use the formal stages of the complaints policy. Sodbury Vale Federation takes concerns seriously and will make every effort to resolve the matter as quickly as possible.

If you have difficulty discussing a concern with a particular member of staff, we will respect your views. In these cases, please follow our Communication Protocols and in these cases we will refer you to another appropriate staff member.

Similarly, if the member of staff directly involved feels unable to deal with a concern, they will refer you to another staff member. The member of staff may be more senior but does not have to be. The ability to consider the concern objectively and impartially is more important.

We understand however, that there are occasions when people would like to raise their concerns formally. In this case, Sodbury Vale Federation will attempt to resolve the issue internally, through the stages outlined within this complaints policy.

5 Who can make a complaint?

This complaints policy is not limited to parents or carers of children that are registered at the schools. Any person, including members of the public, may make a complaint to Sodbury Vale Federation about any provision of facilities or services that we provide. Unless complaints are dealt with under separate statutory procedures (such as appeals relating to exclusions or admissions), we will use this complaints policy. [See Section 9 - Scope of this complaints policy]

6 How to raise a concern or make a complaint

A concern or complaint can be made in person, in writing or by telephone. They may also be made by a third party acting on behalf of a complainant, if they have appropriate consent to do so.

Concerns should be raised initially with either the relevant member of staff concerned, senior leader or Executive Headteacher. Concerns about classroom issues should normally be shared in the first instance with the class teacher, through the communication protocol. If the issue remains unresolved, the next step is to make a formal complaint.

Complainants should not approach individual governors to raise concerns or complaints. They have no power to act on an individual basis, and it may also prevent them from considering complaints at Stage 2 of the policy.

If any governor is contacted directly by a complainant, regarding a complaint, that governor will refer them to this complaints policy. Individual governors cannot act unilaterally by investigating a complaint or making any prior judgement about it. A governor can only refer the complainant to the the Headteacher or the Chair of Governors as appropriate.

Complaints against school staff (except the Executive Headteacher) should be made in the first instance, to Mr Dean Hudd (the Executive Headteacher) via the school office email:

- Horton CE VA Primary School – enquiries@hortonprimary.org.uk
- St John's Mead CE VC Primary School – admin@stjohnsmead.co.uk

Please mark the email as Private and Confidential.

Complaints that involve or are about the Executive Headteacher should be addressed to Mrs Suzanne Elmore (the Chair of Governors), via the school office email:

- Horton CE VA Primary School – enquiries@hortonprimary.org.uk
- St John's Mead CE VC Primary School – admin@stjohnsmead.co.uk

Please mark the email as Private and Confidential.

Complaints about the Chair of Governors, any individual governor or the whole governing body should be addressed to the Clerk to the Governing Body via the school office email:

- Horton CE VA Primary School – enquiries@hortonprimary.org.uk
- St John's Mead CE VC Primary School – admin@stjohnsmead.co.uk

Please mark the email as Private and Confidential.

For ease of use, a template complaint form is included at the end of this policy.

If you require help in completing the form, please contact the school office.

You can also ask third party organisations like Citizens Advice to help you.
https://www.citizensadvice.org.uk/

In accordance with equality law, we will consider making reasonable adjustments if required, to enable complainants to access and complete this complaints policy. For instance, providing information in alternative formats, assisting complainants in raising a formal complaint or holding meetings in accessible locations.

7 Timescales

You must raise the complaint **within three months of the incident** or, where a series of associated incidents have occurred, **within three months of the last of these incidents.**

We will consider complaints made outside of this time frame if exceptional circumstances apply.

8 Complaints received outside of term time

We will consider complaints made outside of term time to have been received on the first school day after the holiday period.

9 Scope of this Complaints Policy

Most complaints against the school will fall within the remit of the Executive Headteacher or Governing Body to consider. However, there are categories of complaint for which there are separate statutory procedures.

Exceptions	Who to contact
• Admissions to schools • Statutory assessments of Special Educational Needs • School re-organisation proposals	Concerns about admissions, statutory assessments of Special Educational Needs, or school re-organisation proposals should be raised with South Gloucestershire Council's Feedback and Information Governance Team on 01454 865924 or email CAHfeedback@southglos.gov.uk
• Matters likely to require a Child Protection Investigation	Complaints about child protection matters are handled under our child protection and safeguarding policy and in accordance with relevant statutory guidance. If you have serious concerns, you may wish to contact the local authority designated officer (LADO) who has

	local responsibility for safeguarding or the Multi-Agency Safeguarding Hub (MASH). 01454 868508
• Exclusion of children from school*	Further information about raising concerns about exclusion can be found at: www.gov.uk/school-discipline-exclusions/exclusions. **complaints about the application of the behaviour policy can be made through the school's complaints procedure.*
• Whistleblowing	We have an internal whistleblowing procedure for all our employees, including temporary staff and contractors. The Secretary of State for Education is the prescribed person for matters relating to education for whistleblowers in education who do not want to raise matters direct with their employer. Referrals can be made at: https://www.gov.uk/contact-dfe Volunteer staff who have concerns about our fedearation should complain through the school's complaints procedure. You may also be able to complain direct to the LA or the Department for Education (see link above), depending on the substance of your complaint.
• Staff grievances	Complaints from staff will be dealt with under the school's internal grievance procedures.
• Staff conduct	Complaints about staff will be dealt with under the school's internal disciplinary procedures, if appropriate. Complainants will not be informed of any disciplinary action taken against a staff member as a result of a complaint. However, the complainant will be notified that the matter is being addressed.
• Complaints about services provided by other providers who may use school premises or facilities	Providers should have their own complaints procedure to deal with complaints about service. Please contact them direct.

• National Curriculum - content	Please contact the Department for Education at: https://www.gov.uk/contact-dfe

If other bodies are investigating aspects of the complaint, for example the police, local authority (LA) safeguarding teams or Tribunals, this may impact on our ability to adhere to the timescales within this procedure or result in the procedure being suspended until those public bodies have completed their investigations.

If the complaint is one that may result in disciplinary or legal action against the Executive Headteacher, or the complaint is regarding the Executive Headteacher or a Governor, then it must be referred directly to the Chair of Governors as described later in this document in section 6.

If at any stage of a complaint it becomes apparent that the parent/carer is seeking some sort of financial compensation, then any investigation will be halted whilst advice is sought from the Local Authority.

10 Anonymous complaints

If an anonymous complaint is received, or the parent/carer requests anonymity, then, in the interests of fairness and of dealing effectively with the complaint, the complainant will be urged to identify themselves. However, if the complaint is of a sufficiently serious nature, then the Executive Headteacher or Chair of Governors will decide whether anonymity is appropriate.

A parent/carer must not attempt to bypass steps in this complaints policy. Escalation to the Local Authority, Secretary of State or Ofsted before the formal school procedures have been exhausted will result in the complainant being referred to the school's policy by those bodies

11 Withdrawal of a Complaint

If a complainant wants to withdraw their complaint, we will ask them to confirm this in writing.

12 Making a Complaint

The complaints procedure outlined in this policy is not intended to replace the normal informal discussions, via the communication protocol, which can take place between parents/carers, staff, senior leaders and the Executive Headteacher on problems and concerns as they arise.

Most issues can be resolved through this informal dialogue, and this will be encouraged wherever possible. If it is not possible to produce a resolution by informal discussion, then the concern will be dealt with as a complaint. In general, any matter raised more than three months after the complainant first became aware of the issue, will not be considered.

In processing complaints, the following principles will apply:

- The procedure to be followed will be accessible and publicised
- The procedure to be followed will be simple to understand and use
- The procedure will ensure all the points at issue are addressed and provide appropriate redress

where necessary

- The complaint will be handled with care and sensitivity
- The complaint will be given careful consideration and will be dealt with, fully, fairly and honestly
- All stages of the complaints procedure will be investigatory rather than adversarial
- Where necessary, confidentiality will be respected
- Sufficient opportunity will be provided for any complaint to be fully discussed
- The objective will be to resolve the complaint through open dialogue and mutual understanding
- Any investigation will be thorough, fair and impartial
- Effective responses to any complaint will be within published timescales
- The complainant will be given feedback and kept informed of progress
- The complainant will be kept informed of the options to appeal during the process.
- Section 19 outlines how the school manages Serial and Unreasonable Complaints.

13 Resolving complaints

At each stage in the procedure, Sodbury Vale Federation wants to resolve the complaint. If appropriate, we will acknowledge that the complaint is upheld in whole or in part.

In addition, we may offer one or more of the following:

- an explanation
- an admission that the situation could have been handled differently or better
- an assurance that we will try to ensure the event complained of will not recur
- an explanation of the steps that have been or will be taken to help ensure that it will not happen again and an indication of the timescales within which any changes will be made
- an undertaking to review school policies in light of the complaint
- an apology

14 Informal Complaint (concern)

Where the concern is about a classroom issue, the first point of contact for the parent/carer/complainant should be the class teacher. Appointments to see the class teacher may be made via the school office. Teachers require time immediately before school to prepare for the day and may be involved with clubs or staff meetings after school, so may not always be available at short notice.

When meeting with the class teacher to deal with concerns, patience will be required as he/she may need time to perform an investigation or determine the effectiveness of any corrective measures which have been put in place.

This informal process may require several meetings to reach a conclusion satisfactory to all parties. During the sessions the desired actions for the school, parent/carer, timescales, and the need for further meetings will be discussed. The class teacher should take notes including dates of meetings and actions taken. (appendix 1 provides a suggested proforma for documenting a concern)

If the complainant feels that a concern has not been solved through discussions with the class teacher, and that it is of a sufficiently serious nature, then it must be referred and processed as a formal complaint as defined in this document.

Where the concern is not a classroom issue, this should generally be addressed to senior leaders or the executive headteacher. They will then attempt to resolve the issue informally through discussion with the relevant staff member and the complainant as appropriate.

It is good practice, for the member of staff, to briefly record discussions at the informal stage in case the issue progresses further. This may be, for example, using CPOMS or similar systems. An informal concern/complaint form can also be used (appendix 1) but this is optional.

15 Complaints Process

15.1 STAGE 1 - FORMAL COMPLAINT

If a complainant feels that a concern has not been resolved through informal discussion, or that it is of a sufficiently serious nature, then a formal complaint should be made. A recommended format for documentation can be found in Appendix 2. The documented information will include details of the complaint, desired outcome, how it was dealt with, by whom and the outcome. The full complaint will be made available to the parties involved.

An appointment must be made to discuss and clarify the elements of the complaint with the Executive Headteacher. The complainant must indicate that the appointment is regarding a complaint. The school aims to resolve all concerns before they become a formal complaint.

If a complaint is received and there is no evidence that informal steps to resolution have been followed, the complainant will be guided back to the appropriate point in the process in an attempt to resolve the complaint informally if possible.

If the Executive Headteacher cannot resolve the matter at the initial complaint meeting, then the school will carry out an investigation of the complaint. It will be the Executive Headteacher's responsibility to decide who will conduct the investigation. This will be the Executive Headteacher or a member of the Senior Leadership Team from the school or across the federation, especially if there is the likelihood of a personnel issues emerging from the investigation.

Note: The Executive Headteacher may delegate the investigation to another member of the school's Senior Leadership Team but not the decision to be taken.

The Exectuive Headteacher will ensure that the complaint is documented.

The investigation will be completed within **10 school days,** and the complainant will be informed in writing of the outcome **within a further 5 school days**. If the complainant is not satisfied with the manner in which the process has been followed, or they feel the outcome is unjust, the complainant may escalate the complaint to stage 2 of the complaints procedure (meeting with a Governing Body panel). This must be done by contacting the Clerk to Governors via the school office, **within 10 school days** of receiving notification of the outcome.

15.2 COMPLAINT ABOUT THE EXECUTIVE HEADTEACHER OR A GOVERNOR

The above procedures will also apply if the complaint is about the Executive Headteacher or a Governor, but the investigation will be undertaken by the Chair of Governors and another suitable governor, unless he/she decides it is necessary to move straight to Stage 2.

15.2.1 Stage 2– Governing Body Panel Hearing

If the complainant is dissatisfied with the outcome at Stage 1 and wishes to take the matter further, they can escalate the complaint to Stage 2 – a meeting with members of the governing body's complaints panel. This is the final stage of the complaints procedure.

A request to escalate to Stage 2 must be made to the Clerk, via the school office**, within 10 school days** of receipt of the Stage 1 response.

On receipt of a complaint, the Clerk to Governors records the date and will send a letter of acknowledgement to the complainant **within 10 school days**.

A complaints panel will be appointed of three governors to review the complaint and how the the complaints process was followed and make a decision about it on behalf of the Governing Body. The governors appointed to the panel must have had no previous involvement in the complaint. The Clerk will write to the complainant to inform them of the date of the meeting. They will aim to convene a meeting within 15 school days of receipt of the Stage 2 request. If this is not possible, the Clerk will provide an anticipated date and keep the complainant informed.

If the complainant rejects the offer of three proposed dates, without good reason, the Clerk will decide when to hold the meeting. It will then proceed in the complainant's absence on the basis of written submissions from both parties.

If three members of the Governing Body without prior involvement or knowledge of the complaint are not available , the Chair of Governors or Clerk should approach the Governing Body of a local school to ask for if their Governors can sit on the panel. Alternatively, they can contact Governor.services@southglos.gov.uk. An entirely independent committee may be convened to hear the complaint at Stage 2.

The panel members will nominate a Chair from amongst themselves.

The primary function of the Complaints' Panel is not to reinvestigate the complaint. However, the panel will play an important role in attempting to resolve the complaint. The panel will reach a decision on whether the complaint is upheld or rejected and may call for certain action to be taken by the school or the complainant. The panel may also recommend changes to the school's systems or procedures to ensure that problems of a similar nature do not recur or suggest changes to the procedure for managing complaints.

The panel will decide whether to deal with the complaint by inviting parties to a meeting or through written representations.

If the complainant is invited to attend the meeting, reasonable attempts will be made to agree a date with the complainant. If the complainant refuses or is unable to attend the dates offered, a meeting

will be convened in their absence, or a conclusion will be reached in the interest of drawing the complaint to a close.

If the complainant is invited to attend the meeting, they may bring someone along to provide support. This can be a relative or friend. Generally, we do not encourage either party to bring legal representatives to the committee meeting. However, there may be occasions when legal representation is appropriate. For instance, if a school employee is called as a witness in a complaint meeting, they may wish to be supported by union and/or legal representation.

Note: Complaints about staff conduct will not generally be handled under this complaints policy. Complainants will be advised that any staff conduct complaints will be considered under staff disciplinary procedures, if appropriate, but outcomes will not be shared with them.

Representatives from the media are not permitted to attend.

15.2.2 Preparation for the Complaint Hearing

At least **10 school days** before the meeting, the Clerk will:

- confirm and notify the complainant of the date, time and venue of the meeting, ensuring that, if the complainant is invited, that the venue and proceedings are accessible
- request copies of any further written material to be submitted to the committee at least **10 school days** before the meeting.

Any written material will be circulated to all parties at least **5 school days** before the date of the meeting.

The panel will not normally accept, as evidence, recordings of conversations that were obtained covertly and without the informed consent of all parties being recorded.

The committee will also not review any new complaints at this stage or consider evidence unrelated to the initial complaint to be included. New complaints must start from the beginning of this procedure.

15.2.3 The Complaint Hearing

The aim of the hearing will always be to resolve the complaint and achieve reconciliation between the school and the complainant. It will seek to establish the facts and make recommendations where appropriate.

The meeting will be held in private. Electronic recordings of meetings or conversations are not normally permitted unless a complainant's own disability or special needs require it. Prior knowledge and consent of all parties attending must be sought before meetings or conversations take place. Consent will be recorded in any minutes taken.

If the Complaints Panel wish, they may meet with all parties to the complaint, formally and separately, following the procedures set out below.

The Complainant may be accompanied by a friend, if they wish, to assist in a supportive capacity, but this person may not speak for them.

The panel will acknowledge that many complainants feel nervous and inhibited in a formal setting and that parents/carers often feel emotional when discussing an issue that affects their child. The Panel Chair will ensure that the proceedings are as welcoming as possible and that the setting is appropriate and not adversarial.

Particular care will be needed if pupils are to be involved in the investigation. Parent/carer permission and accompaniment of an adult will be required if pupils are to be interviewed as part of the panel investigation.

The Chair of the Panel will 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 parties involved are informed that they will hear from the panel within **15 school days** of the hearing
- the issues are addressed
- key findings of fact are made
- parents/carers and others who may not be used to speaking at such a hearing are put at ease
- the hearing is conducted with each party treating others 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
- written material is seen by all parties.

The process for a complaint hearing will be as follows:

- after introductions, the complainant is invited to explain their complaint and be followed by their witnesses (if there are any).
- the complainant will then leave the meeting.
- the Executive Headteacher is then invited to the meeting to explain the school's actions and be followed by the school's witnesses (if any)
- the Executive Headteacher and any school witnesses will then leave the meeting.
- the panel may ask questions at any point during the process
- witnesses will only be required to attend for the part of the meeting in which they give their evidence

The hearing will be minuted. Care will be taken in identifying a clerk. It may be appropriate for a member of staff such a school administrator or the clerk to the Governing Body to act as clerk,

although consideration will be given to the sensitivity of the particular complaint. The minutes must record timings of who entered and exited the meeting, length of time each party had to present their case and received questions and include a summary of each section of the meeting, agreed by the relevant party e.g. complainant or executive headteacher.

The panel will consider the complaint and all the evidence presented. The panel can:

- uphold the complaint in whole or in part
- dismiss the complaint in whole or in part.

If the complaint is upheld in whole or in part, the panel will:

- decide on the appropriate action to be taken to resolve the complaint
- where appropriate, recommend changes to the school's systems or procedures to prevent similar issues in the future.

15.2.4 Response to the Complaint

The Chair of the Panel will provide the complainant and school with a full explanation of their decision and the reason(s) for it, in writing, **within 15 school days**.

The letter to the complainant will include details of how to contact the Department for Education if they are dissatisfied with the way their complaint has been handled by the school.

Written replies to complainants will aim to answer all the points of concern, be factually correct and avoid jargon. The decision reached by the panel will also be notified in writing to the other parties involved.

The decision will also be reported to the Full Governing Body at their next meeting. Only a brief summary will be provided with no detailed or named information, to retain confidentiality and ensure that any recommendations made are implemented.

The response will also advise the complainant of how to escalate their complaint should they remain dissatisfied

15.3 COMPLAINTS ABOUT THE GOVERNING BODY

If the complaint is:

- jointly about the Chair and Vice Chair or
- the entire governing body or
- the majority of the governing body

Stage 2 will be heard by a panel of independent governors, applying this policy.

The response will detail any actions taken to investigate the complaint and provide a full explanation of the decision made and the reason(s) for it. Where appropriate, it will include details of actions the school will take to resolve the complaint.

The response will also advise the complainant of how to escalate their complaint should they remain dissatisfied.

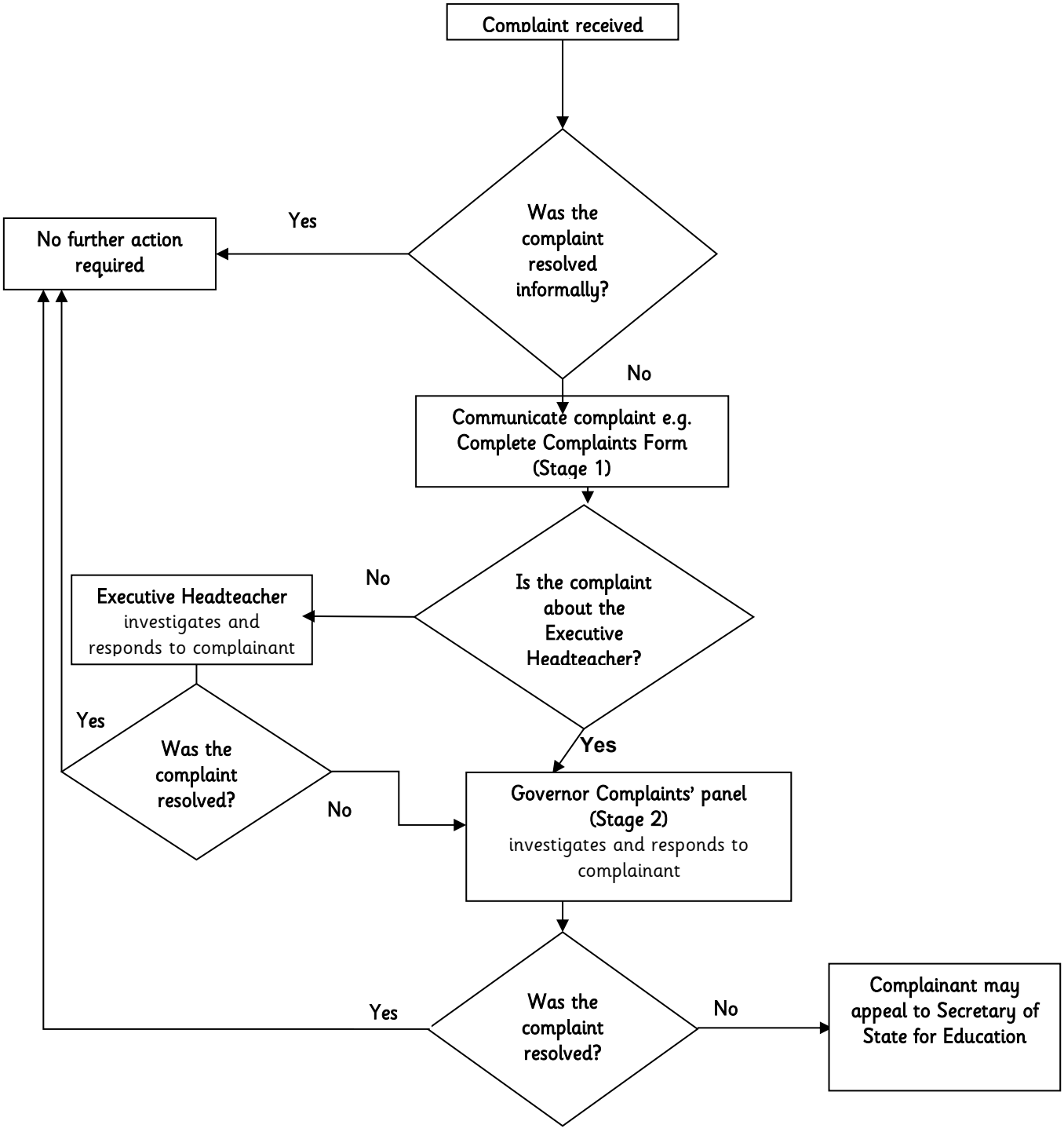
15.4 APPEAL TO THE SECRETARY OF STATE

If a complaint has completed the 2-stage complaints procedure set out above, and if the complainant remains dissatisfied, they have the right to refer their complaint to the Secretary of State.

The Secretary of State has a duty to consider all complaints raised but will generally only intervene where the governing body has acted unlawfully or unreasonably and where it is expedient or practical to do so.

The complainant can refer their complaint to the Department for Education online at: https://www.gov.uk/contact-dfe or by telephone on: 0370 000 2288.

Complaints Procedure Flowchart



16 Monitoring and Review

The Executive Headteacher will maintain a log all formal complaints received by the federation. This will include a record of the progress of the complaints and how they were resolved. The Governing Body will monitor the level and nature of complaints and review the outcomes on a regular basis (at least annually) to ensure the effectiveness of the procedure and make changes where necessary.

Complaints information shared with the whole Governing Body must not name individuals.

The record of each complaint will be kept for a minimum of six years.

As well as addressing an individual's complaints, the process of listening to and resolving complaints will contribute to school improvement. When individual complaints are heard, the school will consider whether there are underlying issues that need to be addressed.

17 Complaints that may involve Staff Disciplinary Procedures

It may be necessary to suspend the complaints' procedure in respect of a complaint which indicates that there may be a need for disciplinary action to be taken against a member of staff. The decision to suspend the complaints procedure will be taken when it has been established that there may be a case to answer. In this instance the advice of the Local Authority will be sought.

The complainant will be notified that the complaints procedure has been suspended and the likely timescale for its reactivation. The resolution of the complaint will be notified to the complainant at the conclusion of any disciplinary proceedings. However, the details of any disciplinary proceedings will not be released to the complainant.

18 Managing serial and unreasonable complaints

This section is based on the most recent DfE guidance:

School complaints procedures: guidance for maintained schools - GOV.UK
Best practice guidance for school complaints procedures 2020 - GOV.UK

Sodbury Vale Federation is committed to dealing with all complaints fairly and impartially, and to providing a high-quality service to those who complain. We will not normally limit the contact complainants have with our school. However, we do not expect our staff to tolerate unacceptable behaviour and will take action to protect staff from that behaviour, including that which is abusive, offensive or threatening.

Sodbury Vale Fedearation is developing a Parent/Carer Code of Conduct which will clarify our expectations regarding communication and behaviour for all parents/carers and visitors.

Sodbury Vale Federarion defines unreasonable behaviour as that which hinders our consideration of complaints because of the frequency or nature of the complainant's contact with the school, such as, if the complainant:

- refuses to articulate their complaint or specify the grounds of a complaint or the outcomes sought by raising the complaint, despite offers of assistance

- refuses to co-operate with the complaint investigation process
- refuses to accept that certain issues are not within the scope of the concerns and complaints procedure
- insists on the complaint being dealt with in ways which are incompatible with the concerns and complaints procedure or with good practice
- introduces trivial or irrelevant information which they expect to be taken into account and commented on
- raises large numbers of detailed but unimportant questions, and insists they are fully answered, often immediately and to their own timescales
- makes unjustified complaints about staff who are trying to deal with the issues, and seeks to have them replaced
- changes the basis of the complaint as the investigation proceeds
- repeatedly makes the same complaint (despite previous investigations or responses concluding that the complaint is groundless or has been addressed)
- refuses to accept the findings of the investigation into that complaint where the school's complaint procedure has been fully and properly implemented and completed including referral to the Department for Education
- seeks an unrealistic outcome
- makes excessive demands on school time by frequent, lengthy and complicated contact with staff regarding the complaint in person, in writing, by email and by telephone while the complaint is being dealt with
- uses threats to intimidate
- uses abusive, offensive or discriminatory language or violence
- knowingly provides falsified information
- publishes unacceptable information on social media or other public forums.

Complainants should try to limit their communication with the school that relates to their complaint, while the complaint is being progressed. It is not helpful if repeated correspondence is sent (either by letter, phone, email or text), as it could delay the outcome being reached.

If the above behaviour continues, the Executive Headteacher will write to the complainant explaining that their behaviour is unreasonable and ask them to change it. For complainants who excessively contact a school within the Sodbury Vale Federation causing a significant level of disruption, we may specify methods of communication and limit the number of contacts in a Communication Plan. This will be reviewed after six months.

In response to any serious incident of aggression or violence, we will immediately inform the police and communicate our actions in writing. This may include barring an individual from a school within the Sodbury Vale Federation.

19 Appendix 1

Parent/Carer Concern (Informal – optional form)

To be completed by a school professional during meeting.

School	
Parent / Carer Name	
Pupil's name [if relevant to the concern]	
Daytime telephone number	
Evening telephone number	
E-Mail address	

Concern Details [including dates, names of witnesses, desired outcome, etc…], to allow the matter to be fully investigated: Continue on separate paper, or attach additional documents, if you required.
Number of Additional pages attached =

What actions have already been taken in relation to the concern? [Who have they spoken or written to and what was the outcome?]

Agreed actions to address the problem at this stage?

Follow Up / Review Meeting Date:-

Signature:		Date:	

20 Appendix 2

Sodbury Vale Federation Complaint Form (Stage 1 – Formal – optional form)

Please complete this form and return it to the Executive Headteacher (or Clerk to the governing body), who will acknowledge its receipt and inform you of the next stage in the procedure.

School	
Name	
Relationship with school [e.g. parent /carer of a pupil on the school roll]	
Pupil's name [if relevant to the complaint]	
Daytime telephone number	
Evening telephone number	
E-Mail address	

Please give concise details of your complaint, [including dates, names of witnesses, desired outcome, etc…], to allow the matter to be fully investigated:

You may continue on a separate paper, or attach additional documents, if you wish.
Number of Additional pages attached =
What action, if any, have you already taken to try to resolve your complaint? [i.e. who have you spoken with or written to and what was the outcome?]
What actions do you feel might resolve the problem at this stage?

Signature	
Date	

School use:

Date Form received:

Received by:

Date acknowledgement sent:

Acknowledgement sent by:

Complaint referred to:			
Date:			