



Holy Trinity CE (C) Primary School

Be Curious, Be Inspired, Belong.

Complaints Policy and Procedures

Reviewed: December 2025

Next Review: December 2026

At Holy Trinity CE Primary School, all policies are underpinned by our school vision to nurture curious thinkers, inspired learners, and valued members of our community. Guided by the welcome shown by Jesus in Matthew 19 verse 14, we ensure every child is seen, loved, and supported to flourish academically, socially and spiritually.

Our motto, *Be Curious, Be Inspired, Belong*, reflects our commitment to developing confident learners who explore new ideas, contribute positively, and feel a strong sense of belonging within our school community.

Our school values:

- Kindness
- Courage
- Respect
- Responsibility
- Perseverance
- togetherness

These values shape our expectations, behaviours and relationships, preparing children for life in today's Britain. All policies reflect these principles and support our shared aim of enabling every child to thrive.

1. Who can make a complaint?

This complaints procedure is not limited to parents or carers of children registered at the school. Any person, including members of the public, may make a complaint to Holy Trinity CE (C) Primary School about any provision of facilities or services that we provide.

Unless complaints fall under separate statutory procedures (such as appeals relating to exclusions or admissions), we will use this complaints procedure.

2. The difference between a concern and a complaint

A **concern** is an expression of worry or doubt for which reassurance is sought.

A **complaint** is an expression of dissatisfaction, however made, about actions taken or a lack of action.



We aim to resolve concerns and complaints at the earliest possible stage, informally where possible.

3. How to raise a concern or complaint

Concerns should normally be raised with the class teacher, then a senior member of staff or the Headteacher.

A complaint can be made in person, in writing or by telephone. They may also be made by a third party with appropriate consent.

- Complaints against staff (other than the Headteacher) should be made to the Headteacher, marked *Private and Confidential*.
- Complaints about the Headteacher should be addressed to the Chair of Governors, Mrs Ruth Myers via the school office, marked *Private and Confidential*.
- Complaints about the Chair of Governors, an individual governor, or the entire governing body should be addressed to the Clerk to the Governing Board, marked *Private and Confidential*.

Complainants should not approach individual governors directly.

Where required, reasonable adjustments will be made, for example, alternative formats, interpretation support or accessible meetings.

4. Anonymous complaints

Anonymous complaints will not normally be investigated. The Headteacher or Chair of Governors will determine whether the complaint warrants investigation.

5. Timescales

Complaints should be raised within three months of the event (or final event in a series). Complaints outside this timeframe may be considered where exceptional circumstances apply.

Complaints received outside term time will be treated as received on the first school day after the holiday.

6. Scope of this complaints procedure

This procedure covers all complaints except those dealt with under other statutory processes:



Exceptions and who to contact

- **Admissions, school organisation, statutory SEN assessments**
Staffordshire County Council
- **Safeguarding / child protection matters**
handled under school safeguarding policy
LADO / Staffordshire Safeguarding Team:
Telephone: 0800 131 3126
Email: FirstR@staffordshire.gov.uk
- **Exclusions (statutory procedures)**
www.gov.uk/school-discipline-exclusions
- **Whistleblowing**
school internal procedures
external prescribed body: Secretary of State for Education
- **Staff grievances and disciplinary matters**
handled under internal HR procedures
(Outcomes will not be shared with complainants.)
- **Concerns regarding external providers using school premises**
direct to the provider
- **National curriculum content**
www.gov.uk/contact-dfe

If another agency (such as police, LADO or the LA) is investigating issues, school complaint procedures may be suspended until those investigations conclude.

7. Resolving complaints

At each stage we aim to achieve one or more of the following:

- an explanation
- an admission that actions could have been handled differently
- reassurance that the event will not recur
- preventative steps and timescales
- policy review
- an apology

8. Withdrawal of complaint

If a complainant wishes to withdraw their complaint, we will request written confirmation.



Formal Complaints Procedure

Stage 1 – Formal investigation

Formal complaints should be made to the **Headteacher** (unless the complaint is about the Headteacher). This may be done:

- in person
- in writing
- by telephone
- via the complaint form

The Headteacher will:

- acknowledge the complaint within five school days
- clarify the issue and desired outcomes
- investigate, including interviews and evidence review
- respond in writing within fifteen school days

Where the complaint is about the Headteacher, a suitably skilled governor will carry out Stage 1.

Where a complaint involves the entire governing body, an independent investigator may be appointed (including via the Diocese where appropriate).

Stage 2 – Complaints Committee

If dissatisfied with the Stage 1 outcome, the complainant may request Stage 2 by writing to the Clerk to the Governing Board within ten school days of receiving the Stage 1 response.

The Clerk will:

- acknowledge within five school days
- arrange a complaints committee, normally three impartial governors
- schedule a hearing within fifteen school days where possible

The complainant may bring a supporter (not normally a legal representative).

The complaints committee will consider written evidence and any submissions presented at the meeting.

The committee may:

- uphold the complaint (in whole or part)
- dismiss the complaint (in whole or part)



A written response will be provided within ten school days, including any recommendations.

If dissatisfied with the Stage 2 process, the complainant may escalate to:

Department for Education
www.gov.uk/contact-dfe
Telephone: 0370 000 2288

9. Record keeping

Holy Trinity CE (C) Primary School will keep written records of complaints for a minimum of six years following closure.

Records will be treated as confidential and processed in accordance with the Data Protection Act 2018 and the UK GDPR.

10. Unreasonable behaviour and persistent complaints

We are committed to dealing with complaints respectfully and in a timely manner.

We may decide not to investigate where a complaint is considered:

- persistent
- malicious
- harassing
- abusive
- without foundation
- repetitively submitted with no new information

In such cases, the complainant will be notified in writing and may be referred to our Parent Code of Conduct Policy.

11. Complaint Form

Please complete and return to:
The Headteacher, The Chair of Governors, or The Clerk to Governors, via the school office,
marked *Private and Confidential*.



Complaint Form

Your name:

Pupil's name (if relevant):

Your relationship to the pupil (if relevant):

Address:

Postcode: _____

Daytime telephone number: _____

Evening telephone number: _____

Please give details of your complaint, including whether you have spoken to anybody at the school about it.

What actions do you feel might resolve the problem at this stage?

Are you attaching any paperwork? If so, please give details.



Signature: _____

Date: _____

Official Use

Date acknowledged: _____

Acknowledged by (job title): _____

Complaint referred to: _____

Date: _____
