

Complaints Policy - Guidance for Parents

for



All Hallows Catholic School

Document Control

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Our School Vision

Our vision at All Hallows is to form happy, successful students who reach their full potential and leave the school with integrity and moral purpose. We want a whole school experience that everyone would wish for their own children. We put our students at the heart of everything we do, guided by the truth and love of Christ.

Contents

1. Who can make a complaint?
2. The difference between a concern and a complaint
3. How to raise a concern or make a complaint
4. Anonymous complaints
5. Timescale for making a complaint
6. Complaints received outside of term time
7. Audio or video evidence
8. Deviation from the procedure
9. Scope of this complaints procedure
10. Resolving complaints
11. Withdrawal of a complaint
12. Concerns and informal complaints
13. Formal complaints
14. Stage 1 – Headteacher investigation
15. Stage 2 – Governor Investigation
16. Stage 3 – Panel Hearing
17. Complaints about Governors
18. Next Steps
19. Roles and Responsibilities
20. Procedure for managing serial and unreasonable complaints
21. Procedure for managing complaint campaigns
22. Area Schools Support Service

Appendix A – School contact details

Appendix B – Complaint form



1. Who can make a complaint?

This complaints procedure is not limited to parents or carers of children that are registered at the school. Any person, including members of the public, may make a complaint to All Hallows Catholic School 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 procedure.

2. 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 procedure. All Hallows Catholic School 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, you will be referred to an appropriate alternative staff member. Similarly, if the member of staff directly involved feels unable to deal with a concern, you will be referred 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, All Hallows Catholic School will attempt to resolve the issue internally, through the stages outlined within this complaints procedure.

3. How to raise a concern or make a complaint

A concern can be raised in person, in writing or by telephone. They may also be made by a third party acting on behalf of the person with the concern, as long as they have appropriate consent to do so. Concerns should be raised with either the class teacher or Headteacher.

If the issue remains unresolved, the next step is to make a formal complaint, using the Complaint form (Appendix B). If you require assistance with completing the form, please contact the school office.

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 a later stage of the procedure.

A template Complaint form is included at the end of this procedure, for use at any stage of the procedure as required. If you require help in completing the form, please contact the school office. You can also ask a third-party organisation such as the Citizens Advice to help you.

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

4. Anonymous complaints

We will not normally investigate anonymous complaints. However, the Headteacher or Chair of Governors, if appropriate, will determine whether the complaint warrants an investigation.

5. Timescale for making a complaint

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 only if exceptional circumstances apply.

6. Policy 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.

7. Audio or video evidence

Complainants should make sure they obtain informed consent from all parties present before recording conversations or meetings. In line with DfE guidance, we do not normally accept electronic recordings as evidence when we are asked to consider a complaint. Unless exceptional circumstances apply, we will not accept, as evidence, recordings of conversations that were obtained covertly and without informed consent of all parties being recorded.

8. Deviation from the procedure

There may be occasions when it's necessary or reasonable to deviate from the published complaints procedure. In these cases, the complainant will be kept informed and reasons for the deviation given.

9. Scope of this complaints procedure

This procedure covers all complaints about any provision of community facilities or services by All Hallows Catholic School, other than complaints that are dealt with under other statutory procedures, including those listed below.

Exceptions	Who to contact
<ul style="list-style-type: none">• 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 the relevant local authority
<ul style="list-style-type: none">• 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 Surrey Children's Single Point of Access (C-SPA) on 0300 470 9100.
<ul style="list-style-type: none">• Exclusion of children from school*	Further information about raising concerns about exclusion can be found at: www.gov.uk/school-discipline-exclusions/exclusions . <i>*complaints about the application of the behaviour policy can be made through the school's complaints procedure. All Hallows Catholic School Behaviour Policy V2.0 Nov 2020.docx</i>
<ul style="list-style-type: none">• Whistleblowing	We have an internal whistleblowing procedure for all our employees, including temporary staff and contractors.



	<p>The Secretary of State for Education is the prescribed person for matters relating to education for whistle-blowers in education who do not want to raise matters direct with their employer. Referrals can be made at: www.education.gov.uk/contactus.</p> <p>Volunteer staff who have concerns about our school 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.</p>
<ul style="list-style-type: none"> • Staff grievances 	Complaints from staff will be dealt with under the school's internal grievance procedures.
<ul style="list-style-type: none"> • Staff conduct 	<p>Complaints about staff will be dealt with under the school's internal disciplinary procedures, if appropriate.</p> <p>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.</p>
<ul style="list-style-type: none"> • 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.
<ul style="list-style-type: none"> • National Curriculum - content 	Please contact the Department for Education at: www.education.gov.uk/contactus

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 this happens, we will inform you of a proposed new timescale.

If a complainant commences legal action against All Hallows Catholic School in relation to their complaint, we will consider whether to suspend the complaints procedure until those legal proceedings have concluded.

10. Resolving complaints

At each stage in the procedure, All Hallows Catholic School 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 about 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.

In addition, mediation can provide a helpful mechanism for discussion when a complaint is raised, and can help to rebuild the relationship between parties once all of the investigative stages of the complaints procedure have been complete.



11. Withdrawal of a complaint

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

12. Concerns and informal complaints

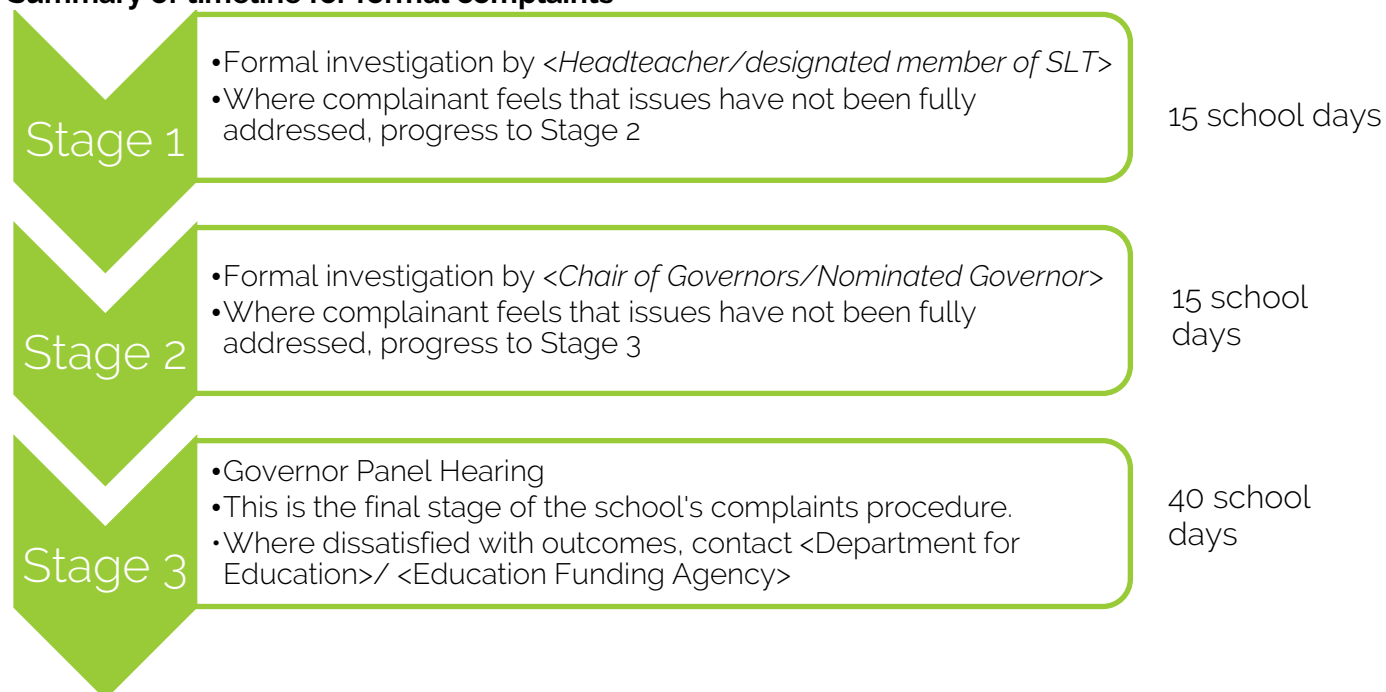
It is to be hoped that most concerns can be expressed and resolved on an informal basis, within 10 school days.

Concerns should be raised with either the class teacher, year head/subject head or Headteacher. 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 a later stage of the procedure.

If the issue remains unresolved, the next step is to make a formal complaint.

13. Formal complaints

Summary of timeline for formal complaints



Stage 1 : Headteacher Investigation

- Acknowledgement of receipt of complaint to be sent within 3 school days of receipt of the complaint.
- Complaint to be investigated and written response to be received by complainant within 15 school days of receipt of the formal complaint.

Stage 2 : Governor Investigation

- If the complainant believes that their complaint has not been fully addressed at stage 1, they may request to move to stage 2. This request must be made within 10 school days of the receipt of the outcome letter at stage 1.
- Acknowledgement of receipt of complaint to be sent within 3 school days of receipt of the complaint.
- Complaint to be investigated and written response to be received by complainant within 15 School days of receipt of the stage 2 formal complaint.

Stage 3 : Governor Panel Hearing

- If the complainant believes that their complaint has not been fully addressed at stage 2, they may request to move to stage 3. This request must be made within 10 school days of the receipt of the outcome letter at stage 2.
- Acknowledgement of receipt of request to escalate complaint to stage 3 to be sent within 5 school days.



- Hearing to be held within 30 school days of receipt of request to go to stage 3.
- Paperwork for Stage 3 hearing to be received from all parties at least 10 school days before the hearing.
- Paperwork for Stage 3 hearing to be sent to all parties at least 5 school days before the hearing.
- Outcome letter from panel to be received by complainant within 10 school days of the hearing.

Note: In all cases, timescales refer to school days so exclude weekends, school holidays and INSET days.

14. Stage 1 - Headteacher Investigation

Formal complaints must be made to the Headteacher (unless they are about the Headteacher), using the Complaint form (see Appendix A for the contact details of the Headteacher, and Appendix B for a copy of the form). The form is useful as it ensures that relevant information is communicated at the outset.

The Headteacher will record the date the complaint is received and will acknowledge receipt of the complaint in writing (either by letter or email) within **3 school days**.

Within this response, the Headteacher will seek to clarify the nature of the complaint, ask what remains unresolved and what outcome the complainant would like to see. The Headteacher can consider whether a face to face meeting is the most appropriate way of doing this.

Note: The Headteacher may delegate the investigation to another member of the school's senior leadership team, but not the decision to be taken.

During the investigation, the Headteacher (or investigator) will:

- if necessary, interview those involved in the matter and/or those complained of, allowing them to be accompanied if they wish;
- keep a written record of any meetings/interviews in relation to their investigation.

At the conclusion of their investigation, the Headteacher will provide a formal written response within **15 school days** of the date of receipt of the complaint.

If the Headteacher is unable to meet this deadline, they will provide the complainant with an update and revised response date.

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 All Hallows Catholic School will take to resolve the complaint.

The Headteacher will advise the complainant of how to escalate their complaint if they believe it has not been fully addressed at this stage.

If the complaint is about the Headteacher, or a member of the Governing Body (including the Chair or Vice-Chair), a suitably skilled Governor will be appointed to complete all the actions at Stage 2.

Complaints about the Headteacher or member of the Governing Body must be made to the Clerk, via the school office.

If the complaint is:

- jointly about the Chair and Vice Chair; or
- the entire Governing Body; or
- the majority of the Governing Body.

The complaint will move to Stage 2 and will be considered by an independent investigator appointed by the Governing Body or Diocese of Portsmouth. At the conclusion of their investigation, the independent investigator will provide a formal written response to the complainant with a copy to the Headteacher.

15. Stage 2 : Governor Investigation

The Chair of Governors should decide who is the most appropriate Governor to undertake the investigation. If appropriate, it may be helpful to arrange for a Governor from a different school to undertake the investigation e.g. if there is no one appropriate on the school's own Governing Body. When identifying a Governor to undertake the investigation the following points should be considered:

- Is the Governor impartial, with no previous involvement in the issues raised?
- Does the Governor have the time to complete the investigation within the timescale?
- Is the Governor fully conversant with the complaints procedure (preferably having attended training), and do they have the relevant skillset?

Planning the Investigation

The investigator may wish to use Appendix A as a template for planning their investigation. Investigators should remember that their actions will be considered in detail if the complaint is escalated, and therefore a structured plan and structured report format may be helpful.

Meeting with Complainant

We recommend that the investigator should meet with the complainant at the outset of the investigation, in order to:

- Gather details about the specific issues involved in the complaint (e.g. dates, names of those involved etc.)
- If there has been a Stage 1 investigation, to establish the element(s) of the complaint that the complainant believes have not been addressed
- Establish desired outcomes
- If possible identify a resolution or way forward.

The investigator may wish to invite the Area Schools Officer to attend the meeting, in order to offer impartial procedural advice to both parties.

Notes should be taken at the meeting, ideally by a designated note-taker rather than any of the participants. The notes should be circulated to all parties after the meeting. If the complainant disputes the content of the notes, and the matter cannot easily be rectified, the school may offer to retain the complainant's version on file alongside the school's version.

At the beginning of the meeting, it may be helpful to state that electronic recordings will not be permitted, unless a complainant's own disability/special needs require it. Prior knowledge and consent of all parties attending must be obtained before recording takes place. Consent (or the fact that it was not given) will be recorded in the notes. Investigators should bear in mind, however, that the complainant may record the meeting anyway.

The investigator should ensure that all parties have received a copy of the school's current complaints procedure.

The investigator should approach the process with an open mind, and as an opportunity to improve practice. A genuine intention to investigate the complaint fully and openly should be demonstrated, with no indication of any predetermined outcomes.

At the end of the meeting, the investigator should thank the complainant for attending, and summarise their concerns, areas for investigation and/or agreed actions. Ideally the complainant should be asked to sign this summary at the conclusion of the meeting.

Conducting discussions with children/young people

Consideration should be given to ensuring that routine record keeping procedures are robust enough to support a potential complaints investigation at a later date. This particularly applies to complaints about bullying and behaviour management issues.



It may not always be possible to conduct an interview/discussion with a pupil in case it prejudices another procedure e.g. referral to the Local Authority Designated Officer (LADO) or police investigation.

In most cases pupil witness statements will be obtained by staff and shared with the investigating Governor as appropriate. If the investigating Governor needs to meet with the child of the complainant, care should be taken to create a supportive atmosphere in which the child is able to talk freely about their concerns and their feelings and wishes. The discussion should take place in the presence of an appropriate member of staff or the parent. If the parent is not present their prior consent should be obtained.

Conducting Interviews with Staff/Other Witnesses

The investigator should explain the complaint and their role clearly to the interviewee and confirm that they understand the complaints procedure and their role in it.

Staff may have a colleague present to support them at their interview. The colleague must not be anyone likely to be interviewed themselves, including their line manager.

The investigator should:

- Use open, not leading questions.
- Not express opinions in words or attitude.
- Ask single not multiple questions, i.e. one question at a time.
- Try to separate 'hearsay' evidence from fact by asking interviewees how they know a particular fact.
- Persist with questions if necessary, and not be afraid to ask the same question twice. Make notes of each answer given.
- Deal with conflicting evidence by seeking corroborative evidence. Make a formal record of the interview from the written notes as soon as possible while the memory is fresh. Show the interviewee the formal record, ask if s/he has anything to add, and to sign the record as accurate.

It should be noted that any written information could form part of the evidence considered at further stages of the complaint, and may be disclosable as part of a Subject Access Request (SAR).

Outcomes

The investigator should provide the complainant with their findings in writing within **15 school days** of receipt of the complaint. Within this formal written response there should be a clear statement of the evidence considered, the reasons why the investigator has reached their conclusions, and next steps to be taken/recommendations (see Appendix H, Letter A). Conclusions should be based on the balance of probabilities. In some cases it may not be possible to reach a definitive conclusion about an issue, and this should be clearly stated in the letter.

Complaints that Result in Staff Capability or Disciplinary

If 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 the matter is being dealt with appropriately, but they are not entitled to participate in the proceedings and will not receive any detail about them or their outcome.

16. Stage 3 : Panel hearing

If the complainant does not believe that their complaint has been fully addressed at Stage 2 and wishes to take the matter further, they can escalate the complaint to Stage 3. This consists of a Panel hearing with at least three Governors who were not directly involved in the matters detailed in the complaint or in any previous investigation, with consideration being given to one of whom being an independent Governor. Complainants can request an independent complaints committee if they believe there is likely to be bias in the proceedings. They should provide evidence of bias in support of their request, as it is the panel's decision whether to agree to it. If the appearance of bias is sufficient to taint the decision reached, then it is recommended that the panel grants such requests.



This is the final stage of the school's complaints procedure.

Timeline

A request to escalate to Stage 3 must be made to the Clerk, via the school office, within **10 school days** of receipt of the Stage 2 response. Requests received outside of this time frame will only be considered if exceptional circumstances apply and are explained to the Clerk at the same time that the request for a Stage 3 hearing is made.

The Clerk will record the date the complaint is received and acknowledge receipt of the complaint in writing (either by letter or email) within **5 school days**.

The Clerk will write to the complainant to inform them of the date of the meeting. They will aim to convene a meeting within **30 school days** of receipt of the Stage 3 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. In this case the Panel will meet, with the Clerk and Area Schools Officer in attendance, and consider the complaint on the basis of written submissions from both parties, with neither party being present.

At least **15 school days** before the meeting, the Clerk will:

- confirm and notify both parties of the date, time and venue of the meeting, ensuring that, if the complainant is invited, the dates are convenient to all parties and that the venue and proceedings are accessible; and
- inform both parties that copies of any further evidence should be submitted to the clerk at least **10 school days** before the meeting. Any evidence submitted after this, including on the day of the hearing, will only be considered in exceptional circumstances with the agreement of the panel, whose decision is final.

Any written material will be collated and circulated by the clerk to all parties so that it is received 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.

Attendees at the meeting

The Clerk will invite the following parties:

- a panel of three Governors, one or more of whom may be independent of the school
- the complainant
- the Headteacher
- investigating member of SLT (if appropriate)
- the investigating Governor who dealt with the complaint at Stage 2
- relevant witnesses
- Area Schools Support Service representative (procedural advice).

The complainant may ask to be accompanied to the meeting by a supportive companion, interpreter or advocate. It is not advisable for this person to be a member of the school community, for reasons of confidentiality and to avoid conflict of interest. The complainant must advise the Clerk to the Complaint Review Panel of the name and role of this additional person prior to the hearing, and the Clerk will seek agreement from the chair of the Panel. If the additional person is attending as an advocate, they will be presenting the complainant's case and speaking on their behalf, and therefore the complainant will not be able to address the Panel directly. If the additional person is attending as a supportive companion they will not be able to address the Panel directly.

As this is not a legal process, neither party may bring legal representation with them except in exceptional circumstances, by prior agreement of the Panel.

If the attendance of any pupils is required at the hearing, parental permission will be sought if the pupil is under the age of 18. Extra care will be taken to consider the vulnerability of children where they are present at a complaints hearing. The Panel should respect the views of the child/young person and give



them equal consideration to those of adults. If the child/young person is the complainant, the Panel should ask in advance if any support is needed to help them present their complaint. Where the child/young person's parent is the complainant, the Panel should give the parent the opportunity to say which parts of the meeting, if any, the child/young person needs to attend. However, the parent should be advised that agreement might not always be possible if the parent wishes the child/young person to attend a part of the meeting that the Panel considers is not in the child/young person's best interests. The welfare of the child/young person is paramount.

Representatives from the media are not permitted to attend.

Conduct of the meeting

The aim of the meeting should be to resolve the complaint and achieve reconciliation between the school and the complainant. We recognise that the complainant might not be satisfied with the outcome if the meeting does not find in their favour. It may only be possible to establish the facts and make recommendations. Financial compensation is not a possible outcome of the process.

The panel hearing will consider the complaint as was submitted at stage 1 and 2. Any new issues will need to be dealt with by a separate complaint procedure.

The Panel will not only consider the handling of the complaint at the previous stages, but will also consider those aspects of the original complaint which the complainant believes have not been fully addressed.

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

The format of the meeting is that the complainant is given a set amount of time to make their case. The Panel and the school may then ask the complainant questions for clarification. The school then has the same amount of time to make their case. The Panel and complainant then have the opportunity to seek clarification from the school. Both parties then leave the meeting and the Panel will deliberate.

The Panel will consider the complaint and all the evidence presented, and will come to their decisions on the balance of probabilities. The Panel can:

- uphold the complaint in whole or in part;
- dismiss the complaint in whole or in part;
- determine that all or part of the complaint is out of their scope to consider.

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.

The Chair of the Panel will provide the complainant and All Hallows Catholic School with a full explanation of their decision and the reason(s) for it, in writing, and a copy of the minutes of the Panel hearing, within **10 school days**.

The letter to the complainant will include details of how to contact the Department for Education if they believe that their complaint has been handled unreasonably or unlawfully by All Hallows Catholic School.

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 All Hallows Catholic School will take to resolve the complaint.

The Panel will ensure that those findings and recommendations are sent by post, electronic mail or otherwise given to the complainant and, where relevant, the person complained about, with a copy to the Headteacher.

The complaint investigator/the Chair of the Complaint Review Panel will ensure that a copy of all relevant information relating to the complaint is kept at the school in a secure, confidential* file, separate from staff and pupil records. This information should be retained for six years from the date of the complaint, in line with guidance from the Information and Records Management Society (www.irms.org.uk) and in accordance with the principles of the Data Protection Act (DPA) 2018 and the General Data Protection Regulations (GDPR). The complainant should be informed that this will be done.

* Please note that the Secretary of State or a body conducting an inspection under s 109 of the Education and Skills Act 2008 may request access to complaints documentation.

17. Complaints about Governors

If the complaint is:

- jointly about the Chair and Vice Chair; or
- the entire Governing Body; or
- the majority of the Governing Body

Stage 3 will be heard by a committee of Governors who are independent of the school.

18. Next steps

If the complainant believes the school did not handle their complaint in accordance with the published complaints procedure or they acted unlawfully or unreasonably in the exercise of their duties under education law, they can contact the Department for Education after they have completed Stage 3.

The Department for Education will not normally reinvestigate the substance of complaints or overturn any decisions made by All Hallows Catholic School. They will consider whether All Hallows Catholic School has adhered to education legislation and any statutory policies connected with the complaint.

The complainant can refer their complaint to the Department for Education online at: www.education.gov.uk/contactus, by telephone on 0370 000 2288 or by writing to:

Department for Education
Piccadilly Gate
Store Street
Manchester M1 2WD

19. Roles & responsibilities

Complainant

The complainant will receive a more effective response to the complaint if they:

- explain the complaint in full as early as possible
- co-operate with the school in seeking a resolution to the complaint
- respond promptly to requests for information or meetings or in agreeing the details of the complaint
- ask for assistance as needed
- treat all those involved in the complaint with respect
- refrain from publicising the details of their complaint on social media and respect confidentiality.

Investigator

The investigator's role is to provide a comprehensive, open, transparent and fair consideration of the complaint through:

- sensitive and thorough discussion with the complainant to establish their perspective and desired outcomes
- interviewing staff and other people relevant to the complaint



- consideration of records and other relevant information
- analysing information
- liaising with the complainant and the Clerk as appropriate to clarify what the complainant feels would put things right.

Clerk to the Stage 3 Panel Hearing

The Clerk is the contact point for the complainant and the Panel and should:

- ensure that all people involved in the complaint procedure are aware of their legal rights and duties, including any under legislation relating to school complaints, education law, the Equality Act 2010, the Freedom of Information Act 2000, the Data Protection Act (DPA) 2018 and the General Data Protection Regulations (GDPR)
- set the date, time and venue of the meeting, ensuring that the dates are convenient to all parties (if they are invited to attend) and that the venue and proceedings are accessible
- collate any written material relevant to the complaint and send it to the parties in advance of the meeting within an agreed timescale
- record the proceedings
- circulate the minutes of the Panel hearing
- notify all parties of the Panel's decision.

Panel Chair

The Panel's Chair, who is nominated in advance of the complaint meeting, will ensure that the meeting is conducted in line with the complaints procedure and best practice principles.

Panel Members

Panel members should be aware that:

- The meeting must be independent and impartial, and should be seen to be so
- No Governor may sit on the Panel if they have had a prior involvement in the complaint or in the circumstances surrounding it
- They should read all documentation and understand the aims and purpose of the meeting.

20. Procedure for managing serial & unreasonable complaints

All Hallows Catholic School 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.

All Hallows Catholic School 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 complaints investigation process;
- refuses to accept that certain issues are not within the scope of the complaints procedure;
- insists on the complaint being dealt with in ways which are incompatible with the 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.

Whenever possible, the Headteacher or Chair of Governors will discuss any concerns with the complainant informally before determining that they may be acting "unreasonably".

If the behaviour continues, the Headteacher will write to the complainant explaining that their behaviour is unreasonable and ask them to change it. For complainants who excessively contact All Hallows Catholic School 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 All Hallows Catholic School.

21. Procedure for managing complaint campaigns

In the rare event that the school receives a large volume of complaints all based on the same subject, from complainants unconnected with the school, we will either send a template response to all complainants or publish a single response on the school's website.

22. Area Schools Support Service

The role of the Area Schools Support Service is to provide impartial advice and guidance to school staff, Governors and complainants at all stages of the complaints process.

<p>North East Surrey (Elmbridge, Epsom & Ewell, Spelthorne) Caroline Marden Area Schools Officer Telephone: 01372 833412 Email: caroline.marden@surreycc.gov.uk</p> <p>Mariette Masters Area Schools Assistant Telephone: 01372 833412 Email: mariette.masters@surreycc.gov.uk Esher Civic Centre, High Street, Esher, Surrey KT10 9SD</p>	<p>North West Surrey (Runnymede, Surrey Heath, Woking) Kate Prince Area Schools Officer Telephone: 01483 518104 Email: kate.prince@surreycc.gov.uk</p> <p>Natalie Cull Area Schools Assistant Telephone: 01483 518106 Email: natalie.cull@surreycc.gov.uk Quadrant Court, Guildford Rd, Woking, Surrey GU22 7QQ</p>
<p>South East Surrey (Mole Valley, Reigate & Banstead, Tandridge) Ann Panton Area Schools Officer Telephone: 01737 737960</p>	<p>South West Surrey (Guildford and Waverley) Kate Charles Area Schools Officer Telephone: 01483 517835</p>



Email: ann.panton@surreycc.gov.uk

Sally Pickford

Area Schools Assistant

Telephone: 01737 737961

Email: sally.pickford@surreycc.gov.uk

Consort House, 5-7 Queensway,

Redhill, Surrey RH1 1YB

Email: kate.charles@surreycc.gov.uk

Yvonne Girdler

Area Schools Assistant

Telephone: 01483 517835

Email: yvonne.girdler@surreycc.gov.uk

Quadrant Court, Guildford Rd,

Woking, Surrey GU22 7QQ



Key Personnel:

Designated Safeguarding Leads (DSL(s) are: dsl@allhallows.net

Mr David Hurley - d.hurley@allhallows.net, Tel: 01252 319211

Mr Chris Rees - c.rees@allhallows.net, Tel: 01252 319211

Deputy DSL(s) are:

Head of Lower School: Mr Rob Antrobus - r.antrobus@allhallows.net

Head of Upper School: Miss Vikki Milnes - v.milnes@allhallows.net

Head of College: Mrs Melody Esho - m.esho@allhallows.net

Special Education Needs & Disabilities Co-ordinator (SENDCo): Miss Rebecca Peters - r.peters@allhallows.net

Inclusion & Home School Link Officer: Mrs Paula Hart - p.hart@allhallows.net

Lay Chaplain: Mrs Teresa Fanshawe - t.fanshawe@allhallows.net

The nominated Safeguarding Governor - Mrs Helen Stephenson - h.stephenson@governors.allhallows.net

The Headteacher - Mr Mark Baines - m.baines@allhallows.net

The Chair of Governors - Mr Ian Anderson - i.anderson@governors.allhallows.net

Data Protection Officer – Satswana Limited, Suite G12, Ferneberga House, Alexandra Road, Farnborough, Hampshire GU14 6DQ Tel: 01252 759177 Web: www.satswana.com

School Address:

All Hallows Catholic School
Weybourne Road
Farnham
Surrey GU9 9HF

School Telephone Number:

Tel: 01252 319211

School E-mail:

E-mail: admin@allhallows.net



Please complete and return to Mr Mark Baines (for Stage 1) or Mrs Paula Gosling (for Stage 2) who will acknowledge receipt and explain what action will be taken.

Your name:		
Pupil's name (if relevant):		
Your relationship to the pupil (if relevant):		
Contact details:		
Please give details of your complaint (adding extra pages if necessary):		
No.	Details of issue	What action has been taken to resolve the matter and by whom?
1		
2		
3		
etc		



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 acknowledgement sent and by whom:

Stage:

Complaint referred to:

Action taken:

Date:

