



Alleyne's School
Policies & Procedures

Complaints Policy and Procedures for Parents

Name of Policy	Complaints Policy and Procedures for Parents
ISSR	Part 7: Manner in which Complaints are Handled
Reviewed by	Alleyne's Governing Board
Author/SLT	Mrs JT Lunnon, Head
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This policy is available on the public area of the School website and on request from the School Office.

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1. Scope and Application

- (a) Our aim, at all times is to enable parents, guardians and carers to feel able to raise concerns and complaints with the appropriate staff, easily and without anxiety and in the knowledge that they will be

taken seriously, be considered impartially and will remain confidential, except where disclosure is legally required.

- (b) **This policy applies to all parents or guardians whose children are pupils at Alleyn's School. This includes pupils in the Junior School and in the Early Years Foundation Stage (EYFS).**
- (c) It applies to the parents or guardians of current pupils¹ only and is not applicable to complaints raised by parents of prospective pupils or by parents of former pupils, unless the complaint was initially raised whilst the pupil was still registered at the school.
- (d) Matters relating to safeguarding are not within the scope of this policy. In line with the Alleyn's Safeguarding Policy, should a complaint or allegation relate to a safeguarding matter, then immediate contact should be made with Mrs Mel Joel, the school's Designated Safeguarding Lead who will liaise other agencies, as appropriate, to agree a course of action. If the complaint is about an exclusion, then parents should refer to the Fixed Period and Permanent Exclusion Policy, which lays out details of the procedure and which is very similar to submitting a complaint under Stage 3 of this procedure. For further information on this, please see the Fixed Period and Permanent Exclusion Policy.
- (e) Appeals relating to internal assessment decisions for external qualifications do not fall within the scope of this policy. A separate appeals procedure applies which is available on the exams section of the School's learning platform (the Hub / Daily Life / Examinations / Internal Appeals Procedure).
- (f) Anonymous complaints will not be investigated under the procedures laid out in this policy. In general, the School does not support or encourage anonymous complaints which are, by their nature, significantly harder to address. In exceptional cases, the Head, or Chair of Governors, will determine whether the complaint warrants an investigation.
- (g) For the purposes of this policy, "working day" refers to whole school days during term time.
- (h) The time limits set at each stage as detailed below will be adhered to wherever possible; however, if further investigations by the School or by external agencies are necessary, or if delays are imposed for any reason by the complainant, the time allowed may need to be extended. In such cases, the complainant will be sent details of the extended deadline, with an explanation of the reasons for the extension. Time limits may also be subject to reasonable variance during periods of exceptional disruption to school life.
- (i) The number of formal complaints received by the School over the course of the school year, is available on request to the Head's EA based in the Head's office at: TaylorKRG@alleyns.org.uk

2. Introduction

- (a) The School believes that regular and effective communication with all members of the school community is crucial and, together with feedback, views this as an important aspect of engagement, improvement and the raising of standards.
- (b) Pupils, parents and staff are actively encouraged to share their views, opinions and any concerns that they may have. Feedback is sought from pupils (*eg* through the Junior School Council, the Sectional Councils of the Senior School and the Senior School Council, through *What's What at the Well* and through frequent online pupil audits) and parents (*eg* by regular meetings of the Alleyn's Parents' Association, the Parent Forum and the Alleyn's Junior School Association and through frequent online parent surveys) in order to minimise concerns and to maximise accountability.
- (c) Alleyn's would always want to pre-empt problems where possible and to do what we can to resolve any concerns before they turn a cause into a complaint. That might involve providing parents advice or reassurance; contextualising a decision or an incident, gaining more information from staff or pupils, referring the matter to other more senior colleagues, amending procedures where necessary, feeding back to parents and apologising if mistakes have been made.

¹ In this context, a Year 13 pupil remains a current pupil until the end of the Summer holiday of their last term.

- (d) Alleyn's aims to provide the best possible academic and co-curricular education alongside highly effective pastoral support and is proud of the quality of the overall experience offered to its pupils; therefore, the School hopes that complaints will be rare. However, it recognises that there may be occasions where parents do have cause to complain to the School.
- (e) A complaint is any matter about which a parent of a pupil is unhappy and seeks action by the school.
- (f) The aim of the School's complaints procedure, at all stages outlined in this policy, is to bring about a resolution and/or reconciliation in as timely and satisfactory way as possible.
- (g) The complaints procedure the School follows has three distinct stages. The three stages (outlined in more detail below) are:
 - **Stage 1:** Informal resolution
 - **Stage 2:** Formal resolution
 - **Stage 3:** Panel hearing

In most cases, concerns and complaints are resolved swiftly and satisfactorily at Stage 1.

3. General Principles

- (a) Any complaint should be brought to the attention of the School as soon as possible and preferably within three months of the trigger incident. The School will do all that it can to investigate incidents that occurred outside that timeframe but will not guarantee to do so.
- (b) The process is intended to be investigatory, not adversarial, and to allow for an impartial and fair investigation to be undertaken, and judgement reached.
- (c) Any complaint about the Head will be considered by the Chair of Governors or her nominee as set out at Stage 2 below.
- (d) Parents should not contact a Governor directly if they have a complaint. They do not have the authority to act on an individual basis and doing so may prevent Governors from considering a complaint if it later reaches Stage 3 of the procedures.
- (e) All complaints will be dealt with in confidence and matters brought to the Governing Board will remain confidential to the complainant, the Governors and the School. The Governing Board and School request that complainants likewise treat matters they raise, and information and documents which they receive pursuant to the complaints procedure, as strictly confidential.
- (f) If a parent wishes to withdraw his/her complaint at any time in the procedure, this must be confirmed in writing.

4. Record keeping

- (a) Records are usually kept of complaints resolved under Stage 1 and reviewed at least annually by the Senior Leadership Team; this allows the School to monitor its performance and make improvements where necessary.
- (b) A written record is kept of all formal complaints, and whether they are resolved at Stage 2 (formal) or proceed to Stage 3 (panel hearing). This record includes actions taken as a result of the complaint, regardless of whether the complaint is upheld.
- (c) All correspondence, statements and records relating to individual complaints are kept strictly confidential except where the Secretary of State or a body conducting an inspection under section 109 of the Education and Skills Act 2008, as amended, requests access to them.
- (d) In accordance with the Schedule to the Education (Independent School Standards) Regulations 2014 (Provision of Information: Part 6, Paragraph 7.3 the number of formal complaints registered under the formal procedure during the preceding school year will be available on request from the Head's Office (Senior School). This information is also reported on an annual basis to the Governing Board.
- (e) The record of a complaint is kept for a minimum of 7 years.

5. Making a recording of a meeting

- (a) The School is a data controller and has the discretion to decide whether to allow complainants to record meetings, if it is required for the purposes of a reasonable adjustment.
- (b) The School is also responsible for ensuring there is a fair and reasonable purpose for allowing complainants to record meetings, as there may be various levels of identifiable personal information recorded.
- (c) Where there are communication difficulties, the School will consider, as a reasonable adjustment, allowing the use of recording devices to ensure the complainant is able to access and review the discussions at a later point. This will only be allowed if all parties agree, in writing, in advance to the discussions being recorded. Alleyn's School does not agree to meetings or hearings being recorded for any circumstances other than as a reasonable adjustment as described above.

6. Independent Schools Inspectorate (ISI)

- (a) The School is inspected by the Independent Schools Inspectorate (ISI) which is an independent body which reports to the Department of Education.
- (b) All parents have the right to contact the ISI if they have a complaint. The ISI will usually expect parents to have followed all stages of the School's formal complaints procedure first before contacting them.

ISI: CAP House, 9-12 Long Lane, London EC1A 9HA (telephone: 020 7600 0100)

7. EYFS Pupils

- (a) Additional regulatory conditions apply for any complaints which relate to the fulfilment of the EYFS requirements.
- (b) Parents or carers of children in the EYFS whose complaint relates to the fulfilment of the EYFS requirements may make their complaint to Ofsted.
- (c) It is required that such complaints must be investigated by the School and the complainant notified of the outcome of the investigation within 28 days. The record of complaints must be made available to Ofsted and ISI on request.

Ofsted: Piccadilly Gate, Store Street, Manchester M1 2WD (general helpline: 0300 123 1231, textphone number: 0161 618 8524)

8. Roles and responsibilities

8.1 Complainant

A satisfactory resolution will be achieved more easily if the complainant:

- (a) reports the complaint as early as possible
- (b) explains the complaint in full
- (c) co-operates with the School in seeking a solution to the complaint
- (d) responds promptly to requests for information or meetings or in agreeing the details of the complaint
- (e) asks for assistance as needed
- (f) treats all those involved in the complaint with respect
- (g) respects confidentiality
- (h) refrains from publicising the details of their complaint on social media or by any other means

8.2 Investigator (at Stage 2 of the procedure)

The investigator is appointed by the Head and is usually a Deputy Head, or the Chief Operating Officer, or the Chief Financial Officer if the matter is a non-educational issue.

The role is to establish the facts relevant to the complaint by providing a comprehensive, open, transparent and fair consideration of the complaint through:

- (a) interviewing staff and children/young people and other people relevant to the complaint
- (b) considering records and other relevant information
- (c) analysing information
- (d) liaising with the complainant and the complaints co-ordinator as appropriate to clarify what the complainant feels would put things right

The investigator will:

- (a) conduct interviews with an open mind and be prepared to persist in the questioning
- (b) keep notes of interviews or arrange for an independent note taker to keep a record of the meeting
- (c) ensure that any papers produced during the investigation are kept securely pending any appeal
- (d) be mindful of the timescales to respond
- (e) prepare a comprehensive report for the Head that sets out the facts, identifies solutions and recommends courses of action to resolve issues.

The Head will then determine whether to uphold or dismiss the complaint and will communicate that decision to the complainant, providing the appropriate details and next steps with reference to the Complaints Policy.

8.3 Complaints co-ordinator (usually the Head's EA)

The complaints co-ordinator will:

- (a) ensure that the complainant is fully updated at each stage of the procedure
- (b) liaise with staff members, Head, Chair of Governors, Clerk and Panel Chair (if appropriate) to ensure the smooth running of the complaints procedure
- (c) be aware of issues regarding sharing third party information and additional support which may be needed by complainants
- (d) keep records

8.4 Clerk to the Governing Board (at Stage 3 of the procedure)

The Clerk is the contact point for the complainant and the panel and will:

- 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 Data Protection Act (DPA) 2018 and the General Data Protection Regulations (GDPR)
- collate any written material relevant to the complaint (for example, Stage 3 pro forma, additional paperwork, school submissions) and send it to the parties in advance of the review meeting or hearing within the agreed timescale
- set the date, time and venue of the review meeting or hearing, ensuring that the dates are convenient to all parties and that the venue and proceedings are accessible
- keep a record of the panel review meeting or hearing
- if there is a hearing, circulate to each party the record of their section of the hearing, and ensure that all parties agree that it is an accurate record
- notify all parties of the panel's decision.

8.5 Panel chair (at Stage 3)

The panel chair, who is appointed by the Chair of Governors, will ensure that:

- (a) no member of the panel has an external interest in the outcome of the proceedings or any involvement in an earlier stage of the procedure

- (b) panel members are open-minded and act impartially
- (c) panel members liaise with the Clerk and the complaints co-ordinator
- (d) both parties are asked (via the Clerk) to provide any additional information relating to the complaint by the specified date
- (e) that the complainant and the school have copies of all the written material, provided it does not breach confidentiality or any individual's rights to privacy under the DPA 2018 or GDPR
- (f) in consultation with the Clerk, the panel chair has the authority to make decisions on routine arrangements and matters of procedure prior to the panel review meeting or hearing (any major issue relating to process will normally be referred to the other members of the panel for their approval however)
- (g) the issues are addressed and key findings of fact are made
- (h) a record of the review meeting or the hearing is kept
- (i) where the complainant(s) attend(s) the hearing:
 - it is conducted in an informal manner, is not adversarial, and everyone is treated with respect and courtesy
 - complainants who may not be used to speaking at such a hearing are put at ease
 - the remit of the panel is explained to the complainant
 - if a new issue arises, provides everyone with the opportunity to consider and comment upon it; (which might require a short adjournment of the meeting)
 - both the complainant and the school are given the opportunity to make their case and seek clarity where necessary.

8.6 Panel member

Panel members (of whom two will usually be School Governors (other than the Chair of Governors) and one an independent member):

- (a) will be aware that the panel must be impartial. No person may sit on the panel if they have had a prior involvement in the complaint or in the circumstances surrounding it.
- (b) Will be aware the the aim of the hearing is to resolve the complaint and, where possible, facilitate reconciliation between the School and the complainant.
- (c) recognise that neither the complainant nor the School might be satisfied with the outcome if the hearing does not find in their favour (it may only be possible for the panel to establish the facts and make recommendations going forwards).
- (d) will be sensitive to the fact that complainant(s) who attend a hearing may feel nervous and daunted by the proceedings and may become very emotional when discussing any issue that affects their child.

9. Who to contact (see Appendix 1)

- (a) If parents have a complaint, they should normally contact their child's form tutor or for a Junior School child, their class teacher in the first instance.
- (b) If the complaint is about a specific member of staff, or if the issue is particularly serious or sensitive, parents should take their concerns directly to one of the senior members of staff listed in Appendix A, as appropriate.
- (c) If a complaint relates to a senior member of staff, concerns should be taken directly to the Head of Alleyn's Senior School or the Head of Alleyn's Junior School, if it relates to a senior member of the Junior School staff.
- (d) A complaint which relates to or involves the Head of Alleyn's Junior School, should be referred to the Head of Alleyn's Senior School.
- (e) A complaint which relates to or involves the Head of Alleyn's Senior School, should be referred to the Chair of Governors via the Clerk to the Governing Body.

10. Complaints Procedures

10.1. Stage 1 – Informal

- (a) It is usual for any concerns or complaints to be made and considered initially on an informal basis.
- (b) If parents have a complaint, they should normally contact their child's form tutor or (for a Junior School child) their class teacher in the first instance.
- (c) In most cases, the matter will be resolved straight away to the parents' satisfaction. If the form tutor or class teacher cannot resolve the matter alone, it may be necessary for him/her to consult a more senior member of staff.
- (d) If parents prefer, informal complaints may also be dealt with in the first instance by an appropriate member of the Senior Staff, as listed in Appendix 1. If there is any doubt over who to contact, parents should speak to Mr Madden, Senior Deputy Head or Mr Severino, Head of Alleen's Junior School.
- (e) It is expected that informal complaints will be acknowledged, either verbally or in writing, within two working days.
- (f) Usually, a period of no longer than 10 working days will cover the period from the lodging of the informal complaint to its resolution.
- (g) In the event that the School and the parents fail to reach a satisfactory resolution, then parents may proceed with their complaint in accordance with Stage 2 of this Procedure.

10.2 Stage 2 – Formal

- (a) If parents are not satisfied with the response to a complaint made in accordance with Stage 1 of these procedures, then the parents should put their complaint in writing using the Stage 2 pro forma (see Appendix 2) to the Head of the Senior School or the Head of the Junior School as appropriate.
- (b) The Head will record the complaint, acknowledge it in writing within 5 working days of receipt, and normally ask a Deputy Head, or the Chief Operating Officer, or the Chief Financial Officer if it is a non-educational issue, to investigate.
- (c) There may be occasions when the Senior School Head or the Junior School Head decide to appoint an independent investigator to investigate the issue raised. This might be, for example, if the complaint is about several senior staff or if there are safeguarding elements to the concern raised. Under these circumstances, the investigator will always be independent from the school and have the appropriate experience to run such an investigation.
- (d) The person investigating the complaint will undertake any necessary further investigation or action and will contact (and, if appropriate, meet with) the complainant.
- (e) The person appointed to investigate will provide a written report to the Head, normally within 10 working days of being asked to investigate. (There may sometimes be reasons why the investigation needs to take longer and when this is the case, this will be communicated clearly to the complainant.)
- (f) The Head will consider this report, and if necessary, undertake additional investigation and/or contact the complainant for a further discussion. The complainant will be notified of the Head's final decision and the reasons for it, normally within a further 10 working days.
- (g) Therefore, in most instances, from the lodging of the formal complaint to its resolution should be no longer than 25 working days.
- (h) If the complaint is against the Senior School Head, the complaint should be made to the Clerk to the Governors (at the School address). The Chair of Governors or their nominee will then arrange for an investigation to be carried out and will inform the complainant of their decision, and the reasons for it, in writing within 25 working days of receipt of the complaint.
- (i) If the complainant is not satisfied with the response to the complaint as dealt with at Stage 2, they may follow the procedures outlined at Stage 3.

10.3 Stage 3 – Panel

- (a) A panel hearing cannot usually be requested (except in the case of appeals against exclusions) unless Stage 2 of this procedure has been completed.
- (b) The aim of the hearing, which will be held in private, will always be to resolve the complaint and achieve reconciliation between the School and the complainant.
- (c) The complainant must write to Clerk to the Governors (at the School address) requesting a panel hearing, ideally using the Stage 3 pro forma (see Appendix 3).
- (d) The complainant should outline the particulars of their complaint and the reasons for their dissatisfaction with the School’s resolution of it at Stage 2.
- (e) The complainant must indicate whether they would like to attend the panel hearing at which their complaint will be considered, or whether they agree that the hearing may take place in their absence.
- (f) The request for a panel hearing must be made as soon as possible, and in any event within 5 working days of the decision at Stage 2 of the complaint being notified to them. If the complainant receives the outcome of a Stage 2 complaint during a school holiday, then the request for a panel must be received within 5 working days of the next half term or term.
- (g) Remit of the Complaints Appeal Panel.
The Panel can -
 - dismiss the complaint in whole or in part.
 - uphold the complaint in whole or in part, and recommend appropriate action to be taken to resolve the complaint.
 - recommend changes to the school’s systems or procedures to ensure that problems of a similar nature do not recur.
 - It is not within the powers of the panel to make any financial award, nor to impose sanctions on staff, pupils or parents, although they may recommend these actions to the Head or to the Governing Body.
- (h) An appeal against exclusion must be submitted as per the Fixed Period and Exclusion Policy (available on the Hub).
- (i) On receipt of a request for a panel hearing, the Clerk will notify the Chair of Governors, who will appoint a panel (including a chair for that panel) to consider the complaint as soon as is reasonably practicable. The Chair of Governors will not normally sit on a panel.
- (j) If they have not already done so, within 5 working days of notifying their complaint to the Clerk in accordance with points (c), (d) and (e) above, the complainant shall send the Clerk copies of all documentation which they wish the panel to consider, as indicated on the Stage 3 pro forma which they have submitted. The complainant shall further produce (within 5 working days of the Clerk’s request) any such further information and/or documentation that the Clerk reasonably considers the panel may require in order to make an informed decision on the complaint. The Clerk shall give a copy of the complainant’s documentation to the Head.
- (k) The panel will always comprise of at least three people who were not directly involved in the matters detailed in the complaint, including one person who is independent of the management and running of the School. The other two panel members will usually be governors.
- (l) The Clerk will notify the Head and the complainant when the panel has been appointed, stating the Chair of the panel and the panel members.
- (m) Within 5 working days of the notification of the appointment of the panel, the Head shall submit to the panel a written statement setting out the School’s views in relation to the complaint as outlined

on the Stage 3 pro forma, including where appropriate a statement from the person(s) complained about.

10.4 Panel Procedure

- (a) The panel will review the Stage 3 pro forma, any further information obtained from the complainant via the Clerk, the Head's statement and other documentation submitted by the School and will determine what additional information they may require from the complainant and/or the School to assist with their deliberations.
- (b) The Clerk will give a copy of the Head's statement, any other documentation submitted by the school and any further documentation requested by the panel to the complainant. The Clerk will give a copy of any further documentation requested by the panel from the complainant to the Head.
- (c) The panel will aim to meet, either to review the documentary evidence or to hear the complaint, normally within 5 to 15 working days of the Head and the complainant receiving all the final papers. However, this will depend on the availability of all those required to meet.
- (d) The hearing may, at the discretion of the panel Chair, and bearing in mind any need to make reasonable adjustments, take place at a location outside the School.
- (e) In accordance with the general principle that the School's complaints procedure should be investigatory, not adversarial, the hearing will normally be separated into two parts; in the first, the panel will hear from the complainant; in the second, the panel will hear from the School (usually represented by the Head and for example a relevant Deputy Head or the Chief Operating Officer or the Chief Financial Officer if the complaint concerns a non-educational issue.) Where appropriate, the person(s) complained about may also be invited by the panel, and with the agreement of the Head, to attend this second part of the hearing.
- (f) The panel may decide that it would be helpful in resolving the complaint, to bring the Head and the complainant together. This is entirely at the discretion of the panel and would require the agreement of both parties.
- (g) The complainant may be accompanied at the hearing by one other person who is over the age of 18 and not a pupil at the School. This may be a relative, teacher or friend. It will not normally be appropriate for the complainant to be legally represented at the hearing, and legal representation requires the prior approval of the panel Chair. Similarly, the School would not generally have legal representation at the hearing and would not have this without first notifying the complainant.
- (h) If any person complained about attends the hearing, they may be accompanied by a colleague, friend or union representative.
- (i) If possible, the panel will resolve the complaint immediately without the need for further investigation. Where further investigation is required, the panel will decide when and how this should be carried out.
- (j) Normally, within 10 working days of the panel review, the Clerk will send the complainant and the Head a copy of the panel's draft report, which will set out the panel's findings and recommendations.
- (k) If either the complainant or the Head believe that the report is not factually accurate, they will inform the Clerk in writing within 5 working days, giving details of the alleged inaccuracies.
- (l) The panel will then finalise its report. A copy of the panel's report will be sent to the complainant, the Head and the Chair of Governors, normally within 10 working days.
- (m) A confidential copy of the report will be available for inspection by the Governors on the School premises.

- (n) Subject to the guidance set out in this document, the panel may regulate their proceedings as they see fit. This includes the possibility that the panel may make a recommendation to the Chair of Governors to seek independent mediation.
- (o) It is the expectation that final resolution at Stage 3 of this procedure would not normally take longer than 12 weeks from the Clerk’s receipt of the Stage 3 pro forma from the complainant.
- (n) The decision of the panel is final, and will remain confidential to the Governing Board, the complainant and the School, unless access is required by the Secretary of State or a body conducting an inspection.

11. Serial, persistent and unreasonable complaints

- (a) Despite all stages of the complaints procedure having been followed, there may be rare occasions when a parent remains dissatisfied and a resolution cannot be reached.
- (b) If a complainant seeks to re-open the same issue, the school reserves the right to inform him/her in writing that the procedure has been exhausted and the matter is closed.
- (c) Where repeated attempts are made to raise the same complaint after it has been considered at all three stages of the complaints procedure, this may be regarded by the School as vexatious and outside the scope of this procedure.
- (d) Behaviour which is abusive, offensive or threatening may also constitute an unreasonable complaint.

APPENDIX 1: Complaints – whom to contact

Senior School (If in doubt please contact Mr Madden, Senior Deputy Head.)

Area of responsibility	Member of staff to contact
Lower School (Years 7, 8) issues	Mrs Lawrence (Assistant Head, Head of Lower School)
Middle School (Years 9, 10, 11) issues.	Mr Geldeard (Director of Middle School)
Upper School (Years 12, 13) issues	Ms Smith (Assistant Head, Head of Upper School [Sixth Form])
Catering, Facilities, Grounds, Health & Safety, Support Staff	Mr Collins-Down (Chief Operating Officer)
Finance, Fees, Bursary, Scholarships, Public Benefit	Mrs Morgan (Chief Financial Officer)
Co-curricular matters and educational visits, Thursday afternoon activities	Mr Green (Assistant Head, Co-curricular & Partnerships)
Teaching and learning, curricular, academic and timetabling matters	Dr Durno (Deputy Head [Academic])
Daily running. Teaching staff, duty staff, all general matters relating to staff	Mr Madden (Senior Deputy Head)

Pastoral issues. Discipline and all general wellbeing pastoral matters	Mr English (Deputy Head [Pastoral])
Safeguarding issues	Mrs Joel (Assistant Head, Safeguarding and DSL)
General issues or aspects of school life and anything not covered above	Mrs Lunnon (Head)
Complaints about the Head	Mrs Laura Malkin (Chair of Governors), c/o the Clerk to the Governors, Alleyn's School, Townley Road, Dulwich, London SE22 8SU, or by email: clerk@alleyns.org.uk

Junior School (If in doubt please contact Mr Severino, Head of Alleyn's Junior School.)

Area of responsibility	Member of staff to contact
Day-to-day management of the Infants Department, including EYFS provision	Mrs Gentry-Peacock (Head of Infants)
Day-to-day management of Junior School, Curricular and co-curricular	Mrs Olley (Deputy Head)
Catering, Facilities, Grounds, Health & Safety, Support Staff	Mr Collins-Down (Chief Operating Officer)
General issues or aspects of school life and anything not covered above	Mr Severino (Head)
Complaints about the Head of Alleyn's Junior School	Mrs Lunnon (Head)

APPENDIX 2 – Stage 2 Formal Complaint Form

This form constitutes an Instruction to invoke the School’s formal complaints procedure.

Please complete and return to the Head’s Office 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):
Address:
Postcode:
Day time telephone number:
Evening telephone number:
Email:

Please give concise details of your complaint, including dates, events, key evidence etc.) to allow the matter to be fully investigated. (You may attach additional documents if you wish; please be sure to number them clearly.)

What action have you already taken to try to resolve your complaint? (i.e. whom have you spoken with or written to and what was the outcome?)

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

If you are attaching additional documents, please number these attachments and give details below.

Signature:

Date:

For School use only

Date complaint form received

Date acknowledgement sent:

Complaint referred to:

Date complaint referred:

APPENDIX 3 – Stage 3 Complaint Form

Following an unsuccessful resolution at Stage 2 of the School’s complaints procedure, this form constitutes an instruction to invoke Stage 3 of the complaints procedure - a request for a panel hearing.

Please complete and return to the Clerk to the Governing Board 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):
Address:
Postcode:
Day time telephone number:
Evening telephone number:
Email:

Dear Sir / Madam

I submitted a formal complaint to the School on _____ and am dissatisfied by the procedure that has been followed and/or the outcome. My complaint was dealt with at Stage 2 of the School's Complaint's Policy and I received a response from _____ on _____.

Is there any additional documentation that was not submitted as part of your stage 2 complaint, which you wish the panel to consider at stage 3. If you are attaching additional documents please number these attachments and give details below.

I am dissatisfied by the way in which the procedure was carried out because:

and/or by the outcome because:

(You may continue on separate sheets or attach additional documents if you wish, if so, please ensure these are clearly numbered and state the number of additional sheets here: _____.)

<p>What actions do you feel might resolve the issue at this stage?</p>
<p>I would like the Panel to review this matter</p> <ul style="list-style-type: none">a) On the papersb) At a hearing
<p>Signature:</p> <p>Date:</p>
<p>For use by the Clerk to the Governing Board only</p>
<p>Date review form received</p>
<p>Date acknowledgement sent:</p>
<p>Review referred to:</p>
<p>Date review referred:</p>