

Complaints Procedure
(includes Managing Serial, Persistent and Unreasonable Complaints)

1 Introduction

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. Langtoft Primary School takes concerns seriously and will make every effort to resolve the matter as quickly as possible.

This procedure has been developed with regard to the Department for Education's *School Complaints Procedures: Guidance for Maintained Schools* and associated model complaints procedures. The governing body will have regard to any future updates issued by the Department for Education when reviewing this policy.

There is a difference between 'legal requirement' and 'good practice'. In this document, we use:

- must - where the school has a legal duty to do (or not do) something
- can - where the school has a legal power (not a duty) to do something
- should - for guidance on best practice

2. 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 about any provision of facilities or services that the school provides. Unless complaints are dealt with under separate statutory procedures (such as appeals relating to exclusions or admissions), this complaints procedure will be used.

3. The difference between a concern and a complaint

Langtoft Primary School is clear about the difference between a concern and a complaint.

A concern may be treated 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'.

4. How to raise a concern or make a complaint

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

Concerns should firstly be raised with the Class Teacher. Most matters of concern can be dealt with in this way. A Class Teacher should make him/herself available to a parent/carer within two school days. Notes should be kept by the Class Teacher of the concern as perceived by the parent/carer, the agreed actions – with time scale - to be taken to resolve the issue, an outline of the outcomes of the actions and how the issue

is going to be monitored. The Class Teacher must share the notes with the Headteacher.

If the person raising the concern has difficulty discussing a concern with a particular member of staff, their views will be respected. In these cases, the school's Administrative Assistant will refer them to another staff member. Similarly, if the member of staff directly involved feels unable to deal with a concern, they will refer to a member of the Senior Leadership Team and then the Headteacher. The ability to consider the concern objectively and impartially is more important.

It is understood, however, that there are occasions when people would like to raise their concerns formally. In this case, Langtoft Primary School will attempt to resolve the issue internally, through the stages outlined within this complaints procedure.

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 procedure.

Complaints against school staff (except the Headteacher) should be made in the first instance, to Mrs Wood (the Headteacher) via the school office. Please mark them as Private and Confidential.

Complaints that involve or are about the Headteacher should be addressed to Mr R Seaton (the Chair of Governors), via the school office. Please mark them as Private and Confidential.

Complaints about the Chair of Governors, any individual governor or the whole governing body should be addressed to Mrs A McGill (the Clerk to the Governing Body) via the school office. Please mark them as Private and Confidential.

For ease of use, a template complaint form is included at the end of this procedure. (See Appendix A on page 12) If help is required in completing the form, please contact the school office. A third party or organisations like the Citizens Advice may help.

The school will make reasonable adjustments for complainants with disabilities, additional needs, language barriers or communication difficulties. This may include interpretation services, translated materials, alternative formats, advocacy support or remote participation in meetings.

5. Use of Artificial Intelligence (AI)

Use of AI by Complainants

Langtoft Primary School recognises that complainants may choose to use artificial intelligence (AI) tools, including generative AI, to assist them in drafting correspondence or complaints.

The school will not reject or disadvantage a complaint solely because AI has been used in its preparation. However, the complainant remains responsible for the accuracy, relevance and content of all information submitted.

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Expectations for AI-Generated Submissions

Where AI tools have been used, complainants should ensure that:

- all information submitted is accurate and factual;
- the complaint reflects their genuine concerns and experiences;
- any allegations are based on evidence and can be substantiated;
- personal information relating to pupils, families, staff or third parties is only included where necessary and lawful to do so;
- confidential, defamatory, discriminatory or offensive content is not submitted.

The school reserves the right to seek clarification where a submission:

- contains factual inaccuracies or contradictions;
- includes excessive or irrelevant information;
- appears to contain material not directly related to the complaint;
- makes allegations that cannot reasonably be investigated.

The school may request a concise summary of the issues and the outcome sought to assist with the investigation.

Use of AI by the School

School staff may use approved AI tools for administrative support when preparing draft correspondence, summarising information or managing documentation associated with complaints.

However:

- all investigations, findings, decisions and actions will be undertaken by appropriately authorised staff or governors;
- no complaint outcome will be determined solely by AI;
- all correspondence generated with the assistance of AI will be reviewed by a member of staff before being issued;
- accountability for decisions remains with the school and governing body.

Data Protection and Confidentiality

Any use of AI in relation to complaints must comply with:

- the UK General Data Protection Regulation (UK GDPR);
- the Data Protection Act 2018;
- the school's Data Protection Policy;
- confidentiality requirements applicable to complaint investigations;
- Department for Education guidance on the safe and effective use of generative AI in education. [\[gov.uk\]](https://www.gov.uk/government/guidance/safe-use-of-generative-ai-in-education), [\[gov.uk\]](https://www.gov.uk/government/guidance/safe-use-of-generative-ai-in-education)

Staff must not upload personal, confidential or sensitive information relating to pupils, families or employees into AI systems unless such use has been approved through the school's data protection and information governance arrangements.

Maintaining Effective Communication

The school encourages all complainants, whether using AI-assisted drafting or not, to:

- communicate in a respectful and constructive manner;
- clearly identify the issues of concern;
- state the outcome they are seeking;
- engage positively with attempts to resolve the matter.

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The use of AI should support clear communication and should not be used to generate excessive, repetitive or inflammatory correspondence that may hinder the efficient resolution of complaints

6. Anonymous complaints

Anonymous complaints will not normally be investigated; however, the Headteacher or Chair of Governors, if appropriate, will determine whether the complaint warrants an investigation.

7. Time scales

Complaints should normally be raised within three months of the incident. The Headteacher or Chair of Governors may exercise discretion to investigate complaints outside this timescale where there are exceptional circumstances, ongoing concerns relating to a child, safeguarding implications, or where it would be unreasonable to refuse consideration.

8. Complaints received outside of term time

Complaints made outside of term time will be considered to have been received on the first school day after the holiday period.

9. Scope of Complaints Procedure

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

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 Lincolnshire County Council Education Team
Matters likely to require a Child Protection Investigation	Complaints about child protection matters are handled under the 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: Tel: 01522 554674 Email address LSCLP_LADO@lincolnshire.gov.uk
Exclusion of children	Further information about raising concerns about exclusion can be found at: www.gov.uk/school-discipline-

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from school*	exclusions/exclusions. <i>*complaints about the application of the Relationships Policy can be made through the School's Complaints Procedure.</i>
Whistleblowing	There is an internal whistleblowing procedure for all 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: www.education.gov.uk/contactus. Volunteer staff who have concerns about our school should complain through the school's complaints procedure. They may also be able to complain direct to the LA or the Department for Education (see link above), depending on the substance of their 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: 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 the school's 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 a complainant commences legal action against Langtoft Primary School in relation to their complaint, the school will consider whether to suspend the complaints procedure in relation to their complaint until those legal proceedings have concluded.

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10. Resolving complaints

At each stage in the procedure, Langtoft Primary School wants to resolve the complaint. If appropriate, the school will acknowledge that the complaint is upheld in whole or in part. In addition, the school 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 the school 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.

11. Withdrawal of a Complaint

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

12. The Complaints Procedure

At Langtoft Primary School there are two stages to the complaints procedure.

Stage 1: formal complaints must be made to the Headteacher (unless they are about the Headteacher) via the school office. This may be done in person, in writing using the Complaint Form in Appendix A, or by telephone.

Stage 2: the complainant is dissatisfied with the outcome of Stage 1 and wishes to take the complaint further.

13. Stage 1.

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 five 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 ten school days of the date of receipt of the complaint. If the

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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 Langtoft Primary School will take to resolve the complaint.

The Headteacher will advise the complainant of how to escalate their complaint should they remain dissatisfied with the outcome of Stage 1.

Complaints about the Headteacher or member of the governing body must be made to the Clerk, via the school office using the Complaints Form in Appendix A. A suitably skilled governor will be appointed to complete all the actions at Stage 1.

If the complaint is:

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

Stage 1 will be considered by an independent investigator appointed by the governing body. At the conclusion of their investigation, the independent investigator will provide a formal written response.

14. Stage 2

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 committee, which will be formed of the first three, impartial, governors available. 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 five school days of receipt of the Stage 1 response. The Clerk will record the date the complaint is received and acknowledge receipt of the complaint in writing (either by letter or email) within three school days. Requests received outside of this time frame will only be considered if exceptional circumstances apply.

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.

The complaints committee will consist of at least three governors with no prior involvement or knowledge of the complaint. Prior to the meeting, they will decide amongst themselves who will act as the Chair of the Complaints Committee. If there are fewer than three governors from Langtoft Primary School available, the Clerk will source any additional, independent governors through another local school or through their LA's Governor Services team, in order to make up the committee. Alternatively, an entirely independent committee may be convened to hear the complaint at Stage 2.

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The committee will decide whether to deal with the complaint by inviting parties to a meeting or through written representations, but in making their decision they will be sensitive to the complainant's needs.

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, it is not encouraged for 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 procedure. 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.

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, the dates are convenient to all parties and that the venue and proceedings are accessible
- request copies of any further written material to be submitted to the committee at least five school days before the meeting.

Any written material will be circulated to all parties at least five school days before the date of the meeting. The committee 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 be dealt with from Stage 1 of the procedure.

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.

The committee will consider the complaint and all the evidence presented. The committee 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 committee 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.

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The Chair of the Committee will provide the complainant and Langtoft Primary School with a full explanation of their decision and the reason(s) for it, in writing, within five 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 Langtoft Primary School.

If the complaint is:

- about the Chair or
- the entire governing body or
- the majority of the governing body

Stage 2 will be heard by a committee of independent governors.

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 Langtoft Primary School will take to resolve the complaint.

The response will also advise the complainant of how to escalate their complaint should they remain dissatisfied by writing to the Department for Education.

15. 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 2.

The Department for Education will not normally reinvestigate the substance of complaints or overturn any decisions made by Langtoft Primary School. They will consider whether Langtoft Primary 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

16. Roles and 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 solution to the complaint
- respond promptly to requests for information or meetings or in agreeing the details of the complaint

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- ask for assistance as needed
- treat all those involved in the complaint with respect

Complainants are expected to refrain from publishing allegations or confidential information relating to complaints on social media or public forums while a complaint is being investigated. The school encourages concerns to be addressed through the formal complaints process to ensure fair consideration

Investigator

The investigator's role is to establish the facts relevant to the complaint by:

- providing a comprehensive, open, transparent and fair consideration of the complaint through:
 - sensitive and thorough interviewing of the complainant to establish what has happened and who has been involved
 - interviewing staff and children/young people and other people relevant to the complaint
 - consideration of records and other relevant information
 - analysing information
- liaising with the complainant and the complaints co-ordinator as appropriate to clarify what the complainant feels would put things right.

The investigator should:

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

The Headteacher or Complaints Committee will then determine whether to uphold or dismiss the complaint and communicate that decision to the complainant, providing the appropriate escalation details.

Complaints Co-ordinator (this could be the Headteacher / designated complaints governor or other staff member providing administrative support)

The complaints co-ordinator should:

- ensure that the complainant is fully updated at each stage of the procedure
- liaise with staff members, Headteacher, Chair of Governors, Clerk and LAs (if appropriate) to ensure the smooth running of the complaints procedure
- be aware of issues regarding:
 - sharing third party information
 - additional support. This may be needed by complainants when making a complaint including interpretation support or where the complainant is a child or young person
- keep records.

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Clerk to the Governing Body

The Clerk is the contact point for the complainant and the committee 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 (for example; stage 1 paperwork, school and complainant submissions) and send it to the parties in advance of the meeting within an agreed timescale
- record the proceedings
- circulate the minutes of the meeting
- notify all parties of the committee's decision.

Committee Chair

The committee's chair, who is nominated in advance of the complaint meeting, should ensure that:

- both parties are asked (via the Clerk) to provide any additional information relating to the complaint by a specified date in advance of the meeting
- the meeting is conducted in an informal manner, is not adversarial, and that, if all parties are invited to attend, everyone is treated with respect and courtesy
- complainants who may not be used to speaking at such a meeting are put at ease. This is particularly important if the complainant is a child/young person
- the remit of the committee is explained to the complainant
- written material is seen by everyone in attendance, provided it does not breach confidentiality or any individual's rights to privacy under the DPA 2018 or GDPR.

If a new issue arises it would be useful to give everyone the opportunity to consider and comment upon it; this may require a short adjournment of the meeting

- both the complainant and the school are given the opportunity to make their case and seek clarity, either through written submissions ahead of the meeting or verbally in the meeting itself
- the issues are addressed
- key findings of fact are made
- the committee is open-minded and acts independently
- no member of the committee has an external interest in the outcome of the proceedings or any involvement in an earlier stage of the procedure
- the meeting is minuted
- they liaise with the Clerk (and complaints co-ordinator, if the school has one).

Committee Member

Committee 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 committee if they have had a prior involvement in the complaint or in the circumstances surrounding it.

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- the aim of the meeting should be to resolve the complaint and achieve reconciliation between the school and the complainant.
- It is recognised 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.
- many complainants will feel nervous and inhibited in a formal setting
- Parents/carers often feel emotional when discussing an issue that affects their child.
- extra care needs to be taken when the complainant is a child/young person and present during all or part of the meeting
- Careful consideration of the atmosphere and proceedings should ensure that the child/young person does not feel intimidated.
- The committee 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 committee 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 committee 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 committee considers is not in the child/young person's best interests.
- the welfare of the child/young person is paramount.

17 **Data Protection and Confidentiality**

Complaint records will be managed in accordance with the UK GDPR, Data Protection Act 2018 and the school's records retention schedule.

Information will only be shared with those who need access to investigate and resolve the complaint.

Complaint correspondence may be disclosed where required by law.

Complaint records will be retained in accordance with the school's data retention arrangements.

18. **Managing Serial, Persistent and Unreasonable Complaints**

Langtoft Primary School is committed to dealing with all complaints fairly and impartially, and to providing a high-quality service to those who complain. It will not normally limit the contact complainants have with the school. However, it will not expect its staff to tolerate unacceptable behaviour and will take action to protect staff from that behaviour, including that which is abusive, offensive or threatening.

Unreasonable behaviour

Langtoft Primary School defines unreasonable behaviour as that which hinders its 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

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- 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.
- repeatedly submits large volumes of AI-generated correspondence which is duplicative, irrelevant, excessive, or which obstructs the efficient progress of a complaint after reasonable requests for clarification have been made.

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 applying an '*unreasonable*' marking.

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 Langtoft Primary School causing a significant level of disruption, the school may specify methods of communication and limit the number of contacts in a communication plan. This will be reviewed after six months.

Before placing communication restrictions on a complainant, the school will:

- explain concerns about behaviour;
- provide the complainant with an opportunity to modify their conduct;
- consider whether any disability, communication need or protected characteristic may be influencing the behaviour;
- inform the complainant in writing of any restrictions and review dates.

Restrictions will always be proportionate and time limited

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In response to any serious incident of aggression or violence, the school will immediately inform the police and communicate its actions in writing. The school will also seek advice from the local authority's legal team. This may include barring an individual from Langtoft Primary School.

19. Monitoring and review of the Complaints Procedure

The governing body will receive anonymised termly reports on complaints to identify trends, recurring themes and opportunities for school improvement. Individual complaint details will only be shared where necessary and in accordance with data protection requirements.

This policy is made available to all parents/carers on the school's website and as a paper copy on request, so that they can be properly informed about the complaints procedure. At least once an academic year, the school's newsletter reminds parents/carers of the value of sharing their concerns with a Class Teacher or the Headteacher from the outset.

This policy will be reviewed in September 2027 or sooner and with regard to any guidance given from time to time by the Department for Education. The Governing Body will be responsible for reviewing the policy.



APPENDIX A

LANGTOFT PRIMARY SCHOOL Complaint Form

Please complete and return to this form to the Headteacher (Mrs Wood) via the school office
If the complaint is about the Headteacher, return the completed form to the Chair of Governors (Mr Seaton) via the school office
If the complaint is about the Chair of Governors or an individual governor, please return the completed form to The Clerk of Governors via the school office.
In all cases mark the envelope as 'Private and Confidential'.
Receipt of your complaint will be acknowledged and an explanation will be given as to what action will be taken.

Your name:

Pupil's name:

Your relationship to the pupil:

Your address:

Your postcode:

Your daytime telephone number:

Your evening telephone number:

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

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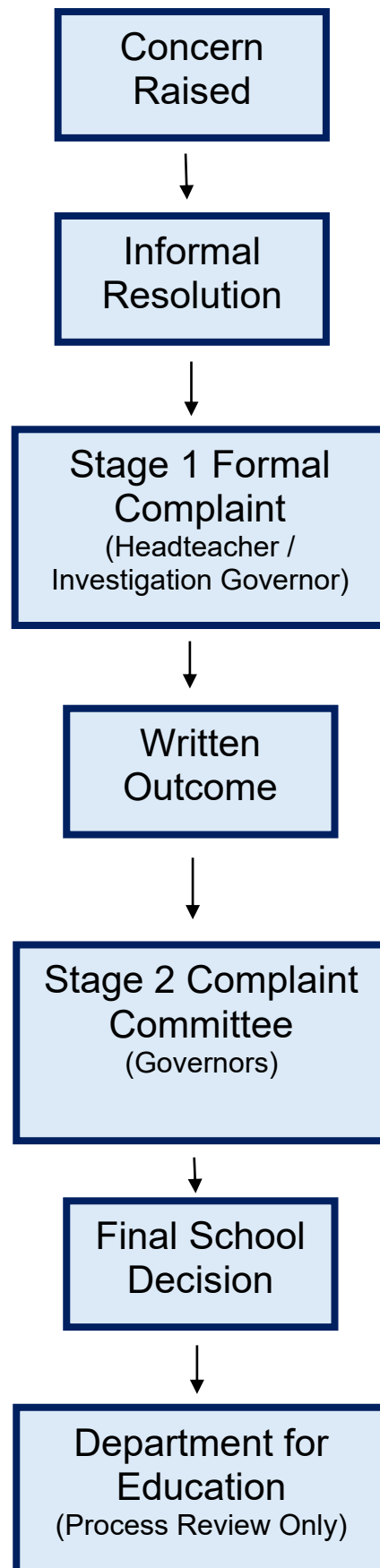
What action, if any, have you already taken to try and resolve your complaint. (Who did you speak to and what was the response)?
What actions do you feel might resolve the problem at this stage?
Are you attaching any paperwork? If so, please give details.
Your signature:
Today's date:
Official Use:
Date acknowledgement sent:
By who:
Complaint referred to:
Date:

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APPENDIX B

LANGTOFT PRIMARY SCHOOL Complaint Flowchart



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