



Raising a concern or complaint

Informal Procedures

Governor approval	Next review	Responsible Person
May 2025	May 2028	Headteacher

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 Ashdene Primary 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.

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

Scope of the procedures

Where your complaint makes an allegation of misconduct against members of staff this procedure may be superseded by the use of the staff disciplinary procedure or other appropriate staffing procedure at any time or following recommendations at the conclusion of the complaints process.

If your complaint is about any third party provider on the school site you will normally be expected to use their complaints procedure.

How to raise a concern or make a complaint

Many concerns and minor complaints can be resolved quickly and informally through the **class teacher** or **another member of staff**, depending upon the nature of the complaint. Unless there are exceptional circumstances every effort will be made by the school to have a full discussion with you and resolve the issues informally before moving into the formal stages of this procedure.

Stage 1 – Informal (Initial Concern)

You should raise your concern/issue by appointment with the **class teacher/person complained of** as soon as possible. The purpose of the meeting should be to establish the nature of the concern and

to seek a realistic solution to the problem. The staff member may, if they consider it appropriate, or if so directed by their line manager/headteacher, refer you to a more senior or experienced member of staff who will try to resolve your concern informally. Where a particular member of staff (e.g. your child's class teacher) is the subject of the complaint you may choose to have your concerns addressed by a different member of staff; the headteacher will refer you to an appropriate member of staff.

Stage 2 – Informal (Initial Concern)

If your concern is not resolved through such discussion as above you should seek an appointment with the headteacher or with a member of the senior leadership team, a deputy headteacher or assistant headteacher. The purpose of this meeting is to establish the nature of your ongoing concern and hopefully resolve it to your satisfaction. It is for the Headteacher to determine which staff members should attend any such meeting.

You should note that individual governors are unable to act on a complaint outside of the procedure set out in this document.

If initial attempts to resolve your issues informally are unsuccessful and you remain dissatisfied you may wish to invoke the formal complaints procedure available on the school website.

Resolving Complaints

At each stage in the procedure, Ashdene Primary 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 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.