



COMPLAINTS POLICY

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Approved by	Staffing, Staff Wellbeing and Development Committee
Full Governing Body Approval	04.12.2025

Introduction

This guidance is based on the principle that, where at all possible, complaints will be dealt with informally between the school staff and the complainant.

Where this has been tried and been unsuccessful, the more formal policy will give the complainant a route to ensuring the issue is appropriately considered. Since September 2003, governing bodies of all maintained schools and maintained nursery schools in England have been required, under Section 29 of the Education Act 2002, to have a policy in place to deal with complaints relating to the school and to any community facilities or services that the school provides. In October 2009, the 'Human Rights Act' came into force, and schools should be mindful to consider Article 6, 'The Right to a Fair Trial.'

Where concerns are raised the school will aim for these to be dealt with:

- fairly;
- openly;
- promptly;
- without prejudice.

It is a legal requirement for the Complaints Policy to be publicised. Whitley Bay High School's policy will be on the school website and a paper copy can be obtained via the clerk to the governing body (see contact details on page nine).

There are certain complaints that fall outside the remit of the governing body's Complaints Policy. They include:

- matters which are the responsibility of the local authority;
- conduct or performance of staff at the school (staff appraisal, grievance, capability or disciplinary);
- content of a statutory statement of special educational needs;
- pupil admissions;
- pupil exclusions;
- where the complaint concerns a third party used by the school;
- Complaints about the content of the national curriculum should be sent to DfE;
- child protection;
- subject access requests or freedom of information requests.

All of the above are dealt with under their own specific policies and the local authority can provide advice on how to make a complaint regarding any of the above.

Complaints regarding timetabled-examinations and non-examination assessments for official qualifications:

In compliance with requirements set by the Joint Council of Qualifications (JCQ), the school has individual policies to oversee appeals by students, parents and guardians regarding school decisions on:

- Internal assessment decisions (i.e. marks for non-examination assessment)
- Post result services (reviews) and appeals
- Provision of access arrangements in official assessments
- Special consideration applications to exam boards

Where a complaint is focused on one of the above areas, please contact our Examinations Officer in the first instance who will provide you with our specific policy and support you with aiming to resolve the matter. Should the matter not reach a satisfactory conclusion, you may then follow this complaints procedure to escalate your concerns.

The governing body has approved the following policy which explains what you should do if you have any concerns about the school. All members of staff will be familiar with the policy and will be able to assist you.

Raising concerns

The majority of concerns can be dealt with without resorting to the policy. Where you have a concern about any aspect of the school or your child's education or wellbeing, raise this with your child's head of year via phone, email or in person. Ideally, they will be able to address your concerns on the spot or can arrange a meeting with you to discuss the issue. Complaints relating to the delivery of the curriculum, including religious education or sex and relationship education can be considered by the governing body in the first instance.

All concerns will be dealt with confidentially, although the staff member may need to take notes if they feel that the matter may need to be taken further or it may arise again in the future. Any such notes will be kept in accordance with the principles of the 'Data Protection Act', 2018. However, such notes would be able to

be used as evidence if further investigation was required, or if the concern became a formal complaint.

General complaints about the school, but not specifically against any person, would usually be addressed as complaints against the management of the school and therefore addressed as a complaint against the headteacher.

Safeguarding

Wherever a complaint indicates that a child's wellbeing or safety is at risk, the school is under a duty to report this immediately to the local authority. Any action taken will be in accordance with the school's 'Child Protection Policy'.

Confidentiality

Complaints will be treated in confidence and information only given on a need-to-know basis. It is **not** advisable for details of a complaint to be discussed at full governing body meetings as this may prejudice any involvement of governors at a later stage. However, governing bodies will be required to consider recommendations that come out of a complaint process.

Additionally, complainants should also refrain from jeopardising a fair and impartial process by breaching confidentiality or by making public comments, which could be detrimental to the professional reputation of a member of staff.

Social media

In order for complaints to be resolved as quickly and fairly as possible, we request that complainants do not discuss complaints publicly via any forms of social media such as Facebook and Twitter. Complaints will be dealt with confidentially for those involved and we expect complainants to observe confidentiality also.

Complaints that result in staff capability or disciplinary

If, at any formal stage of the complaint, it is determined that staff disciplinary or capability proceedings are necessary in order to resolve the issue, the details of this action would remain confidential to the headteacher and/or the individual's line manager. The complainant is entitled to be informed that action is being taken and the eventual outcome of any such action, but they are not entitled to participate in the proceedings or receive any detail about them.

Complaints about the headteacher or the governors

Where a complaint regards the headteacher, the complainant should first directly approach the headteacher in an attempt to resolve the issue informally. If the complainant is not satisfied with this outcome, they should notify the clerk to the governors. The 'stage two' process will then commence, and the Chair or Vice-Chair of Governors will be the individual responsible for the investigation, rather than the headteacher.

Where a complaint regards a governor, the same process applies as for the headteacher. Where a complaint concerns the Chair of Governors, the individual should contact the clerk to the governors. Informal resolution will be sought, but

where this fails, the Complaints Policy at 'stage three' will take immediate effect. The Vice Chair or an independent investigator will mediate any proceedings.

Unreasonable complaints

Where a complainant raises an issue that has already been dealt with via the school's Complaints Policy, and that policy has been exhausted, the school will not reinvestigate the complaint, except in exceptional circumstances; for example, where new evidence has come to light.

If the complainant tries to reopen the same issue, the Chair of the Governing Body, or their designate, will inform them, in writing, that the policy has been exhausted and that the matter is now closed.

Unreasonable complaints include the following scenarios:

- The complainant refuses to co-operate with the school's relevant policies;
- The complainant changes the basis of the complaint as the complaint progresses;
- The complainant seeks an unrealistic outcome;
- Excessive demands are made on the time of staff and school governors, and it is clearly intended to aggravate;
- The complainant acts in a way that is abusive or offensive;
- Complainants using public forums including social media, rather than observing confidentiality.

See appendix three for detailed information regarding an unreasonable complaint.

While parents/carers/guardians of children should have the opportunity to raise issues about emerging problems, all members of the school community have a right to expect that their school is a safe place in which to work and learn. Therefore, violence, threatening or aggressive behaviour, repeated harassment or racially aggravated behaviour, or abuse against school staff or other members of the school community will not be tolerated.

The headteacher will use their discretion to choose not to investigate these complaints.

Where they decide to take this course of action, they must inform the Chair of governors that they have done so, explaining the nature of the complaint and why they have chosen not to investigate.

If the Chair deems it appropriate to, they can redirect the headteacher to investigate the complaint. The full Complaints Policy will commence from stage one on this direction.

If the Chair upholds the headteacher's decision not to look into the complaint and the complainant deems this decision to be so unreasonable that no other rational body in the same position would have made that decision, then the complainant may write to the Department for Education (*see the contact details at the end of the document*).

Anonymous complaints

The governing body **will not** consider anonymous complaints.

Policy

If you need to raise an issue in the first instance, please do so with the relevant member of staff who will be happy to talk to you and seek to establish a solution. If you are not satisfied with this response and believe the issue has not been resolved, please use the following policy as detailed below.

Timeline

Raising	Informal and immediate addressing of issues by relevant staff member	5 school days
Stage 1	Informal investigation by member of staff or Headteacher Where dissatisfied with outcomes, progress to Stage 2	15 school days
Stage 2	Formal investigation by Headteacher or Chair of Governors Where dissatisfied with the outcome progress to Stage 3	25 school days

Stage 3

Formal appeal to panel of governors

This is the final stage of the school's complaints policy. Where dissatisfied with outcomes, contact the Department for Education

25 school days

We will endeavour to abide by timeframes stated for each stage. However where further investigations are necessary or other delays are experienced, new time limits can be set and the complainant made aware of the new deadline and given an explanation for the delay.

The suggested time limits in this policy refer to school days, i.e. excluding school holidays and weekends.

We reserve the right not to investigate complaints that have been made three months after the subject of the complaint took place, except in exceptional circumstances. What is meant by exceptional circumstances is where new evidence has come to light, where the complaint is of an especially serious matter or where there is reasonable justification for why the complainant has been unable to raise the complaint before this time. The headteacher will review the situation and decide whether or not to enact the Complaints Policy, informing the Chair of Governors of the decision.

Stages of the complaint

Please refer to appendix one for advice for complainants

Stage One - Informal investigation by staff member

Where, as a result of raising a concern, the complainant still feels that the issue has not been addressed, or where the outcome has been that the complaint needs further investigation, they may progress by making an informal complaint. In doing so, the following steps will be followed:

1. Complainant contacts the headteacher or deputy headteacher.
2. The complainant must explain in writing:
 - an overview of the complaint so far;
 - who has been involved;
 - why the complaint remains unresolved;
 - action they would like to be taken to put things right.
3. The head/deputy headteacher will respond within five school days of having received the written complaint. They will explain what action they intend to take.
4. Where the complaint is about a member of staff or a governor, the staff member will arrange an informal mediation (in consultation with line manager) meeting between the two parties to see if a resolution can be reached.
5. The head/deputy headteacher will provide a written confirmation of the outcome of their investigation within ten school days of having sent confirmation of the intended action. Where the complainant is not satisfied with the outcome, they are able to progress to stage two of the complaints process and launch a formal written complaint. A request to escalate a complaint to stage 2 should be made within 15 school days, other than in exceptional circumstances.
6. The head/deputy headteacher will make a record of the concern and the outcomes of the discussion which will be held centrally for twelve months, in line with the principles of the 'Data Protection Act' 1998.

Stage Two – Formal investigation by headteacher or Chair of governors

1. The complainant may submit a formal complaints form (appendix two) to the headteacher (or if the complaint is about the headteacher, then the Chair of Governors). Contact details for the headteacher and Chair of Governors can be found on page nine.
2. A written response will be sent within ten school days of the date of receipt of the complaint to acknowledge receipt of the complaint and

explain what action will be taken, giving clear timeframes.

3. A log of all correspondence in relation to the complaint will be kept in accordance with the data protection principles.
4. The headteacher or Chair of Governors will consider all relevant evidence; this may include but is not limited to:
 - a statement from the complainant,
 - where relevant a statement from an individual who is the subject of the complaint
 - any previous correspondence regarding the complaint
 - any supporting documents in either case
 - interview with anyone related to the complaint.
5. The headteacher or Chair of Governors will have a meeting with the complainant (and where relevant, the subject of the complaint) if they feel that it would be appropriate for the investigation.
6. After considering the available evidence, the headteacher or Chair/Vice-Chair of governors can:
 - uphold the complaint and direct that certain action be taken to resolve it
 - reject the complaint and provide the complainant with details of the stage three appeals process
 - uphold the complaint in part: in other words, the headteacher, Chair/Vice-Chair of governing body, may find one aspect of the complaint to be valid, but not another aspect. They may direct for certain action to be taken to resolve the aspect that they find in favour of the complainant.
7. The headteacher or Chair of Governors must inform the complainant of their decision in writing within fifteen school days of having issued written acknowledgement of the receipt of the complaint. They must explain clearly why they have come to the decision that they made. They must detail any agreed actions as a result of the complaint. Finally, they must provide the complainant with details of how to progress the complaint to stage three if they are not satisfied, providing them with the contact details of the clerk to the governors (see the end of the policy for these).

Stage Three: appeal – review by a panel of the governing body

If the complainant wishes to appeal a decision at stage two of the policy, or they are not satisfied with the action that the headteacher or Chair/Vice-Chair of governors has taken in relation to the complaint, the complainant is able to appeal this decision.

A request to escalate the complaint to Stage 3 should be made within 10 school days of the date of receipt of the outcome from Stage 2, briefly outlining the content of the complaint and requesting that a complaints appeal panel is convened.

The clerk (or nominated person) will fulfil the role of organising the time and date of the appeal hearing, inviting all the attendees, collating all the relevant documentation and distributing this five days in advance of the meeting, recording the proceedings in the form of minutes, and circulating these and the outcome of the meeting.

The complainant must request an appeal panel within ten school days of receiving the headteacher or Chair/Vice-Chair of governing body decision or it will not be considered, except in exceptional circumstances. On receipt of this written notification, the following steps will be followed:

1. The clerk will write to the complainant within five school days to confirm receipt of the appeal request and detail further action to be taken;
2. The clerk will convene a panel of three school governors. All three panel members will have no prior knowledge of the content of the complaint;
3. The appeal hearing will take place within twenty five school days of receipt of the date of the confirmation letter from the clerk to the complainant, confirming the appeal;
4. In addition to the panel, the following parties will be invited, where applicable:
 - the complainant;
 - the headteacher who dealt with the complaint at stage two;
 - where the complaint regards a member of staff, the staff member who is the subject of the complaint.

The complainant is also able to bring a companion with them to the hearing if they wish. Where the subject of the complaint is a member of staff, that staff member is also able to bring a companion with them.

The companion will be a friend or a colleague. Neither party is able to bring legal representation with them. If, after the hearing, any party feels that legal action is necessary, please see the contact details at the end of the policy.

1. If the attendance of any pupils is required at the hearing, parental permission will be sought if they are under the age of eighteen. Extra care will be taken to consider the vulnerability of children where they are present at a complaints hearing.
2. Where the complaint is about a governor, the complainant may request that the appeal is heard by an entirely independent panel. This is at the discretion of the governing body who will notify the clerk of their decision. Where an entirely independent panel is required, timescales may be affected while the school source appropriate individuals for the review.
3. The panel can make the following decisions:
 - Dismiss the complaint in whole or in part;
 - Uphold the complaint in whole or in part;
 - Decide on the appropriate action to be taken to resolve the complaint;
 - Recommend changes to the school's systems or policies to ensure that problems of a similar nature do not recur.
4. All parties who attended the meeting will be informed in writing of the outcome of the appeal within five school days (excluding those which fall in the school holidays).

This is the final stage at which the school will consider the complaint. If the complainant remains dissatisfied and wishes to take the complaint further, please see the contact details at the end of the policy. The school will not consider the complaint beyond this.

Contact details

Contact details for external organisations if not satisfied with the outcomes of the complaints policy in full.

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 the school. They will consider whether the 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 (details below).

- [Ofsted will also consider complaints about schools.](#)

Head Teacher
Whitley Bay High School
Deneholm
Whitley Bay
NE25 9AS
Email address:
steve.wilson@whitleybayhighschool.org

Chair of Governors
c/o Clerk to the Governing Body
Whitley Bay High School
Deneholm
Whitley Bay
NE25 9AS
Marked 'Private and Confidential'

Clerk to the Governing Body
Whitley Bay High School
Deneholm
Whitley Bay
NE25 9AS
Email address:
sharon.armstrong@whitleybayhighschool.org

Department for Education (DfE)
Piccadilly Gate
Store Street
Manchester
M1 2WD
www.education.gov.uk/contactus
telephone: 0370 000 2288

Relevant legislation and guidance

The Equality Act 2010 <http://www.legislation.gov.uk/ukpga/2010/15/contents>

The Data Protection Act 1998

<http://www.legislation.gov.uk/ukpga/1998/29/contents>

The Education (Independent School Standards) Regulations 2014

<http://www.legislation.gov.uk/uksi/2014/3283/contents/made>

Education Act 2002 <http://www.legislation.gov.uk/ukpga/2002/32/contents>

The Department for Education *Best Practice advice for school complaints*

policies. <https://www.gov.uk/government/publications/school-complaints-policies>

Complaints to Ofsted about schools: guidance for parents

<https://www.gov.uk/government/publications/complaints-to-ofsted-about-schools-guidance-for-parents>

ADVICE FOR THE COMPLAINANT

- ❖ Always seek informal resolution first – talk to the head of year wherever possible in the first instance, or headteacher/deputy headteacher.
- ❖ Keep a written record of any meetings or conversations so that you can refer back to these if necessary.
- ❖ Give the school an opportunity to put the issue right.
- ❖ Observe confidentiality and ensure the issue is not discussed on public forums or social media.
- ❖ Don't be confrontational – explain the issue and how that makes you or the child feel, and ask for an explanation and a way to resolve it.
- ❖ Listen carefully and try to accept the other person's viewpoint or any help they are trying to give.
- ❖ If a reasonable solution is offered, give it a chance to work and agree to report back to the member of staff who is dealing with it to agree whether it has been successful or unsuccessful.
- ❖ If informal resolution has been tried and failed, then you can ask for, or obtain a copy of the Complaints Policy, (from the school office or school website).
- ❖ Parents with children with special education needs may seek advice from the local authority – a parent partnership officer from the information, advice and support service (IAS) is available to support and advise parents at any stage.
- ❖ If your complaint is against a member of staff, address your complaint to the headteacher – keep your comments considered and measured.
- ❖ If the complaint is against the headteacher or about school policy, address your complaint to the Chair of governors (most correspondence for the Chair will go through the school so mark the envelope 'private and confidential' and post it or hand it in to the school) – keep your comments considered and measured.
- ❖ Remember to observe confidentiality at all times and refrain from discussing the issue with people who are not directly involved, as this could prejudice your case or may be seen as vexatious.
- ❖ Where possible, use the suggested complaint form in the Complaints Policy and try to indicate what you would consider to be a fair resolution or way forward.
- ❖ Send your letter/complaint form to the relevant person – making sure that you have dated it, addressed it correctly, sent it to the right person.

- ❖ Be prepared to consider that there may be no solution to the issue which will entirely suit either party and be willing to compromise, where appropriate.
- ❖ You will receive an acknowledgement within five school days of the headteacher or Chair of governors having received your complaint.
- ❖ You may be invited to meet with the person you have directed your complaint to in order that they clearly understand the issues .
- ❖ At this stage, you may discuss ways to achieve informal resolution with the person you meet i.e. headteacher or Chair of governors, you may agree to try that before moving to the formal process and this will not prejudice your ability to submit a formal complaint.
- ❖ If your complaint does become formal, you will be notified at each stage of the process on how to proceed by the person dealing with that stage, i.e. headteacher, Chair, vice Chair of governors, clerk to panel.
- ❖ You may have a friend or relative support you through the process.
- ❖ You should receive a written response to your complaint within twenty five schools days of receipt of your complaint or from the day of any agreed meeting with the person you sent your complaint to.
- ❖ In some cases, an extension to the twenty five days may be requested by the person investigating, but you will be kept informed as to the length of, and the reasons for, any extension.
- ❖ Ensure that you do follow the instructions given to you in relation to the process so that you have appropriate opportunities to present your case effectively and ensure that you have made your situation clear to those who are considering it.
- ❖ If you are unhappy with the response from the headteacher or Chair of governors at the first part of the formal action (stage two of the policy), you will be offered an opportunity to put forward your reasons for a review to a panel of governors.
- ❖ If you wish to request a review, you should respond within ten school days of receiving the letter from the investigating person.
- ❖ When you write to ask for a review, ensure that you make clear the grounds for appeal and which part(s) of the complaint you believe remain unresolved and, again, what action you feel would make this right.
- ❖ Ensure that you meet any deadlines given to you in relation to attending meetings, presenting evidence etc.
- ❖ If you are unhappy with the response from the review panel, you may refer your complaint to the Secretary of State for Education (details will be in the final response letter from the Chair of the panel of governors undertaking the review).

Whitley Bay High School Formal Complaint Form

Name	
Name of pupil, year group and your relationship to them (where applicable)	
Contact address	
Contact telephone (day)	
Contact telephone (mobile)	
Contact email address	
Details of the complaint (<i>please continue on a separate sheet if necessary</i>)	
Action taken so far (including staff member who has dealt with it so far) or solutions offered	
The reason that this was not a satisfactory resolution for you	

What action would you like to be taken to resolve the problem?

Signed: _____

Date: _____

<i>Official use</i> Date received: Signed:
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Managing serial and unreasonable complaints

Whitley Bay High 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.

Whitley Bay High 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 policy;
- posts online details of the complaint via social media networks;
- insists on the complaint being dealt with in ways which are incompatible with the complaints policy 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 policy 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 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 Whitley Bay High 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 Whitley Bay High School.