

Complaints Policy

Staff Responsible:	**Mrs A Sheridan**
Date of Issue:	September 2026
Review Date:	September 2027

Contents

1) **Who can make a complaint?**
2) **The difference between a concern and a complaint**
3) **How to raise a concern or make a complaint**
4) **Anonymous Complaints**
5) **Time scales**
6) **Complaints received out of term time**
7) **Confidentiality and Data Protection**
8) **Scope of this Complaints Procedure**
9) **Resolving complaints**
    - I. **Stage 1**
    - II. **Stage 2**
    - III. **Stage 3**
    - IV. **Next Steps**
10) **Withdrawal of a complaint**
11) **Serial and unreasonable complaints**
12) **Complaint form**
13) **Roles and Responsibilities**
    - I. **Complainant**
    - II. **Investigator**
    - III. **Complaints Co-ordinator**
    - IV. **Clerk to the Board of Trustees**
    - V. **Committee Chair**
    - VI. **Committee Member**
14) **Monitoring, Review and Evaluation**
15) **Record Keeping**

1. Who can make a complaint?

This complaints procedure is not limited to parents or carers of children that are registered at the school. Any person, including members of the public, may make a complaint to Ribbon Academy about any provision of facilities or services that we provide. Unless complaints are dealt with under separate statutory procedures (such as appeals relating to exclusions or admissions), we will use this complaints procedure.

2. The difference between a concern and a complaint

A concern may be defined as '*an expression of worry or doubt over an issue considered to be important for which reassurances are sought*'.

A complaint may be defined as '*an expression of dissatisfaction however made, about actions taken or a lack of action*'.

It is in everyone's interest that concerns, and complaints are resolved at the earliest possible stage. Many issues can be resolved informally, without the need to use the formal stages of the complaints procedure. Ribbon Academy takes concerns seriously and will make every effort to resolve the matter as quickly as possible.

If you have difficulty discussing a concern with a particular member of staff, we will respect your views. In these cases, the Head teacher will refer you to another staff member. Similarly, if the member of staff directly involved feels unable to deal with a concern, the Head teacher will refer you to another staff member. The member of staff may be more senior but does not have to be. The ability to consider the concern objectively and impartially is more important.

We understand however, that there are occasions when people would like to raise their concerns formally. In this case, Ribbon Academy will attempt to resolve the issue internally, through the stages outlined within this complaints procedure.

3. How to raise a concern or make a complaint

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

Concerns in the first instance should be raised with either the class teacher or Head teacher. If the issue remainsunresolved, the next step is to make a formal complaint.

Complainants should not approach individual Trustees 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 Head teacher) should be made in the first instance, tothe Head teacher via Main Reception**.** Please mark your correspondence Private and Confidential.

Complaints that involve or are about the Head teacher or any individual Trustee should be addressed to the Chair of Trustees (Mrs E Chandler) at: -

Ribbon Academy
Barnes Road
Murton
Co. Durham
SR7 9QR
Telephone 0191 517 5900

Complaints about the Chair of Trustees or the whole Board of Trustees should be addressed to: -

School Governance Review Manager,
Education Durham Governance Services
Durham County Council
Council Offices
Green Lane
Spennymoor
DL16 6JQ
Telephone 03000 265 866

For ease of use, a template complaint form is included at the end of this policy. If you requirehelp in completing the form, please contact the Main Reception. You can also ask third party organisations like the Citizens Advice to help you.

In accordance with the Equality Act 2010, Ribbon Academy will consider making reasonable adjustments where required to enable complainants to access and complete this complaints procedure.

This may include:

- Providing information in alternative formats, including large print.
- Providing interpretation or translation services.
- Arranging accessible meeting locations.
- Allowing additional support for complainants with disabilities or additional needs.
- Offering assistance in completing complaint documentation.
- Anyone requiring support should contact the school office at the earliest opportunity.

Social Media Complaints

Complaints should be raised through the school's published complaints procedure. Ribbon Academy will not normally respond to complaints raised solely through social media platforms. Complainants are encouraged to raise concerns directly with the school so that they can be investigated and resolved appropriately.

The school reserves the right to consider social media activity when determining whether behaviour may be unreasonable, abusive, vexatious, or detrimental to the effective management of a complaint.

4. Anonymous complaints

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

5. Time scales

You must raise the complaint within three months of the incident or, where a series of associated incidents have occurred, within three months of the last of these incidents. We will consider complaints made outside of this time frame if exceptional circumstances apply.

6. Complaints received outside of term time

We will consider complaints made outside of term time to have been received on the first school day after the holiday period.

7.Confidentiality and Data Protection

All complaints will be handled in a confidential manner and in accordance with the Data Protection Act 2018, UK GDPR, and the school's Data Protection Policy and Privacy Notice.

Information relating to complaints will only be shared with those individuals directly involved in the investigation and resolution of the matter.

Complaint records will be retained in accordance with the school's Records Retention Schedule.

8. Scope of this Complaints Procedure

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

Exceptions	Who to contact
Admissions to schools	Concerns about admissions should be raised with theSchool Places and Admissions Team, Children and Young People's Services, Durham County Council, County Hall, Durham DH1 5UJ. Telephone 03000 265896. Email schooladmissions@durham.gov.uk

Exceptions	Who to contact
Education, Health and Care (EHC) assessments and plans	Concerns about EHC assessments and plans should beraised with the SEND Casework Team, Children and Young People's Services, Durham County Council, County Hall, Durham, DH1 5UJ. Telephone 03000 265878.
Matters likely to require a Child Protection Investigation	Complaints about child protection matters are handled under our child protection and safeguarding policy and in accordance with relevant statutory guidance. If you have concerns that there is a potential risk of harm to a child or children such as a risk presented by a family member or person not in a formal position of trust, you may wish to contact First Contact on telephone 03000 267979 or email scd@durham.gov.uk If you have concerns regarding allegations of harm or possible harm caused by a person in a position of trust, you may wish to contact the Local Authority Designated Officer (LADO) who has local responsibility for safeguarding. In order to make a referral to LADO, you must contact the LADO customer services team on 03000 268835. Referrals via email will not be processed. Calls will be answered by a small, trained team of customer service staff. They will ask for basic referral information from you, including name, address, DOB, and place of employment. Where advice or guidance is required from the LADO, your call will be transferred to the LADO on duty. If there is a more appropriate course of action for the referral you will be advised by the customer service team. If you have concerns that a child or children may be suffering or at risk of harm, but your concerns do not fit into either of the above categories, then general safeguarding concerns that require a professional discussion should be directed to your Leadership Advisor in the first instance, or Zoey Ridley (Schools Inspection Monitoring Review Officer), on 03000 265853 or zoey.ridley@durham.gov.uk
Exclusion of children fromschool*	Further information about raising concerns about exclusion can be found at: www.gov.uk/school-discipline-exclusions/exclusions. Advice regarding your child's exclusion from this school should be sought from the Inclusion and Alternative Provision Co-ordinator, Children and Young People's Services, Durham County Council, County Hall, Durham,DH1 5UJ. Telephone 03000 265903. **Complaints about the application of the Behaviour Policy can be made through the school's complaints procedure.*

Exceptions	Who to contact
Whistleblowing	We have an internal whistleblowing procedure for all our employees, including temporary staff and contractors. The Secretary of State for Education is the prescribedperson for matters relating to education for whistle-blowers in education who do not want to raise matters direct with their employer. Referrals can be made at: www.education.gov.uk/contactus. Volunteer staff who have concerns about our school should complain through the school's complaints procedure. You may also be able to complain direct to the LA or the Department for Education (see link above), depending on the substance of your complaint.
Staff grievances	Complaints from staff will be dealt with under theschool's internal grievance procedures.
Staff conduct	Complaints about staff will be dealt with under the school's internal disciplinary procedures, if appropriate. Contact the Head teacher or Chair of Trustees (if the complaint involves or is about the Head teacher). Complainants will not be informed of any disciplinary action taken against a staff member because of a complaint. However, the complainant will be notified thatthe 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 directly.
Matters which are the responsibility of the Local Authority	Concerns should be raised with the Feedback Team, Durham County Council, County Hall, Durham DH1 5UQ. Telephone 03000 269007.
Matters in relation to the Children and Young People'sService	Concerns should be raised with the Complaints Officer, Children and Young People's Service, Durham County Council, County Hall, Durham, DH1 5UJ. Telephone 03000 265762. Email CYPSComplaints@durham.gov.uk
National Curriculum - content	Please contact the Department for Education at: www.education.gov.uk/contactus

If other bodies are investigating aspects of the complaint, for example the Police, Local Authority(LA) Safeguarding teams or Tribunals, this may impact on our ability to adhere to the timescales within this procedure or result in the procedure being suspended until those public bodies have completed their investigations.

If a complainant commences legal action against Ribbon Academy in relation totheir complaint, we will consider whether to suspend the complaints procedure in relation to their complaint until those legal proceedings have concluded.

9. Resolving complaints

Stage 1 – Informal complaints
It is to be hoped that most concerns can be expressed and resolved on an informal basis.

Concerns should be raised with either the class teacher or head teacher. Complainants should not approach individual Trustees 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 3 of the procedure.

At the conclusion of their investigation, the appropriate person investigating the complaint will provide an informal written response within **15 school days** of the date of receipt of the complaint.

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

Stage 2 – Formal complaints

Formal complaints must be made to the head teacher (unless they are about the head teacher), via the school office. This may be done in person or in writing (preferably on the Complaint Form).

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

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

Note: The head teacher 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 head teacher (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 head teacher will provide a formal written response within **15 school days** of the date of receipt of the complaint.

If the head teacher 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 Ribbon Academy will take to resolve the complaint.

The head teacher will advise the complainant of how to escalate their complaint should they remain dissatisfied with the outcome of Stage 2.

If the complaint is about the head teacher, or a member of the Board of Trustees (including the Chair or Vice-Chair), a suitably skilled trustee will be appointed to complete all the actions at Stage 2.

Complaints about the head teacher or member of the Board of Trustees must be made to the Clerk, via the school office.

If the complaint is:

- jointly about the Chair and Vice Chair or
- the entire Board of Trustees or
- the majority of the Board of Trustees

Stage 2 will be considered by an independent investigator appointed by the Board of Trustees. At the conclusion of their investigation, the independent investigator will provide a formal written response.

Stage 3 – Panel Hearing

If the complainant is dissatisfied with the outcome at Stage 2 and wishes to take the matter further, they can escalate the complaint to Stage 3 – a panel hearing consisting of at least three people who were not directly involved in the matters detailed in the complaint with one panel member who is independent of the management and running of the school. This is the final stage of the complaints procedure.

A request to escalate to Stage 3 must be made to the Clerk, via the school office, within **10 days** school days of receipt of the Stage 2 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 **3 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 **20 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.

If the complaint is:

- jointly about the Chair and Vice Chair or
- the entire Board of Trustees or
- the majority of the Board of Trustees

Stage 3 will be heard by a completely independent committee panel.

A complainant may bring someone along to the panel meeting to provide support. This can be a relative or friend. Generally, we do not encourage 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 (Human Resources) staff disciplinary procedures, if appropriate, but outcomes will not be shared with them.

Representatives from the media are not permitted to attend.

At least **7 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 **3 school days** before the meeting.

Any written material will be circulated to all parties at least **2 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 may determine that a complaint is:

- Upheld
- Partially Upheld
- Not Upheld

Following its decision, the committee may recommend actions designed to resolve the complaint and prevent similar issues from occurring in the future.
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.

The Chair of the Committee will provide the complainant and Ribbon Academy with a full explanation of their decision and the reason(s) for it, in writing, within **5 school days.**

The letter to the complainant will include details of how to contact the Education and Skills Funding Agency (ESFA) if they are dissatisfied with the way their complaint has been handled by Ribbon

Academy.

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 Ribbon Academy will take to resolve the complaint.

The panel will ensure that those findings and recommendations are sent by electronic mail or otherwise given to the complainant and, where relevant, the person complained about. Furthermore, they will be available for inspection on the school premises by the proprietor and the head teacher.

A written record will be kept of all complaints, and of whether they are resolved at the preliminary stage or proceed to a panel hearing, along with what actions have been taken, regardless of the decision.

All correspondence, statements and records relating to individual complaints will be kept confidential except where the Secretary of State or a body conducting an inspection under section 109 of the 2008 Act requests access to them.

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 ESFA after they have completed Stage 3.

The ESFA will not normally reinvestigate the substance of complaints or overturn any decisions made by Ribbon Academy. They will consider whether Ribbon Academy has adhered to education legislation and any statutory policies connected with the complaint and whether they have followed Part 7 of the Education (Independent School Standards) Regulations 2014.

The complainant can refer their complaint to the ESFA online at: www.education.gov.uk/contactus, by telephone on: 0370 000 2288 or by writing to:
Academy Complaints and Customer Insight Unit
Education and Skills Funding Agency
Cheylesmore House
5 Quinton Road
Coventry
CV1 2WT

At each stage in the procedure, Ribbon Academy wants to resolve the complaint. If appropriate, we will acknowledge that the complaint is upheld in whole or in part. Inaddition, 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 considering the complaint
- an apology.

10. Withdrawal of a Complaint

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

11. Serial and unreasonable complaints

Ribbon Academy 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 whichis abusive, offensive, or threatening.

Ribbon Academy defines unreasonable behaviour as that which hinders our consideration of complaints because of the frequency or nature of the complainant's contact with theschool, such as, if the complainant: -

- refuses to articulate their complaint or specify the grounds of a complaint or the outcomes sought by raising the complaint, despite offers of assistance
- refuses to co-operate with the complaints investigation process
- refuses to accept that certain issues are not within the scope of the complaints procedure
- insists on the complaint being dealt with in ways which are incompatible with the complaints procedure or with good practice
- introduces trivial or irrelevant information which they expect to be considered 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 withstaff 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 (eitherby letter, phone, email, or text), as it could delay the outcome being reached.

Whenever possible, the Head teacher or Chair of Trustees will discuss any concerns with the complainant informally before applying an '*unreasonable'* marking.

If the behaviour continues, the Head teacher will write to the complainant explaining that their behaviour is unreasonable and ask them to change it. For complainants who excessively contact Ribbon Academy causing a significant level of disruption, we may specify methods of communication and limit the number of contacts in a communication plan. This will bereviewed 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 Ribbon Academy.

12. Complaint form

Please complete and return to the Head teacher / Clerk to the Board of Trustees (as appropriate) 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 address:
Please give details of your compliant, including whether you have been spoken to anybody at the school about it.

What actions do you feel might resolve the problem at this stage?	
Are you attaching any paperwork? If so, please give details.	
Signature	**Date**
Official use	
Date acknowledgement sent	
By whom	
Complaint referred to	
Date	

13. 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
- ask for assistance as needed
- treat all those involved in the complaint with respect
- refrain from publicising the details of their complaint on social media and respect confidentiality.

Investigator

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

- providing a comprehensive, open, transparent, and fair consideration of the complaint through: -

  I. sensitive and thorough interviewing of the complainant to establish what has happened andwho has been involved

  II. interviewing staff and children/young people and other people relevant to the complaint

  III. consideration of records and other relevant information

  IV. analysing information

  V. liaising with the complainant and the complaints co-ordinator as appropriate to clarify what thecomplainant 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 Head teacher or complaints committee that sets out thefacts, identifies solutions and recommends courses of action to resolve problems.

The Head teacher or complaints committee will then determine whether to uphold or dismiss the complaint and communicate that decision to the complainant, providing the appropriateescalation details.

Complaints Co-ordinator (this could be the Head teacher)

The complaints co-ordinator should: -

- ensure that the complainant is fully updated at each stage of the procedure

- liaise with staff members, Head teacher, Chair of Trustees, Clerk and LAs (if appropriate) to ensure the smooth running of the complaints procedure

- be aware of issues regarding: -

  I. sharing third party information

  II. 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.

Clerk to the Board of Trustees

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 Trustee may sit on the committee if they have had a prior involvement in the complaint or in the circumstances surrounding it.

- The aim of the meeting should be to resolve the complaint and achieve reconciliation between the school and the complainant.

- We recognise that the complainant might not be satisfied with the outcome if the meeting does not find in their favour. It may only be possible to establish the facts and make recommendations.

- 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 presentduring 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.

14. Monitoring, Review and Evaluation

The Head Teacher is responsible for ensuring that complaints are managed in accordance with this policy and that records are maintained appropriately.

The Board of Trustees will review this policy annually or sooner where changes in legislation, regulation, guidance or local procedures require amendment.

The Board of Trustees will receive information regarding complaint trends and outcomes where appropriate, whilst maintaining confidentiality.

15. Record Keeping Section

The school will maintain a written record of:

- All formal complaints received.
- The stage reached within the procedure.
- The outcome of investigations.
- Any recommendations or actions taken.
- Correspondence relating to the complaint.

Records will be stored securely and retained in accordance with the school's Records Retention Schedule.