A lifelong love of learning;

a love of life.

Complaints Policy

Approved by:	Governors	Date: November 2023
Last reviewed on:	November 2025	
Next review due by:	November 2026	

Bramber Primary School,

Broadwater,

Worthing,

West Sussex.

Complaints Policy (Parents and Pupils)

Status: Statutory, pursuant to Chapter 1 of Part 3 of the Education Act 2002, Chapter 2 of Part 10 of the Apprenticeships, Skills, Children and Learning Act 2009, and the Complaints Against Schools (England) Regulations 2010.

Purpose: This Complaints Policy applies to a complaint or complaints against a school that a pupil or a parent of a pupil has sustained injustice in consequence of an act or omission of the Governing Body of the school or an exercise of, or failure to exercise a prescribed function of the Headteacher of the school. It does not apply to a decision about admissions to the school, or a matter in respect of which the pupil or parent has or had a prescribed right of appeal. An act is to be treated as an act of the Governing Body of the school where a person acts on behalf of the Governing Body, or is a person to whom the Governing Body has delegated any functions. An act is also to be treated as an act of the Governing Body if the Governing Body exercises a function by arrangement with another person, and the act is done by or on behalf of the other person carrying out the arrangement. The school and Governing Body aim to deal with all complaints openly, fairly, promptly and without prejudice.

Relationship with other policies: This Complaints Policy should be read in conjunction with the policy on Complaints (General) and all other school policies in force at the relevant time.

Roles and responsibilities: The relevant Class Teacher should attempt to resolve all complaints by parents or pupils involving the education and well-being of pupils in school. If the relevant Class Teacher is unable to resolve the complaint, it will pass to the Headteacher. If the complaint is about a member of school staff, this should be dealt with by the Headteacher. If the Headteacher is unable to resolve the matter, or the complaint is about the Headteacher, the complaint will pass to the Chair of Governors and the final stage in the process is for the Governing Body to investigate the complaint. Please see the separate procedure for dealing with complaints available from the school.

Arrangements for monitoring and evaluation: This policy and the associated procedures will be reviewed by the Governing Body on an annual basis.

Bramber Primary School,

Broadwater,

Worthing,

West Sussex.

Complaints Policy (General: Other than Parents/Pupils)

Status: Statutory, pursuant to Chapter 1 of Part 3 of the Education Act 2002, Chapter 2 of Part 10 of the Apprenticeships, Skills, Children and Learning Act 2009, and the Complaints Against Schools (England) Regulations 2010.

Purpose: This Complaints Policy applies to any complaint relating to the school or the provision of facilities or services not covered under the Complaints Policy (Parents and Pupils), or any other prescribed right of appeal. The school and Governors aim to deal with all complaints openly, fairly, promptly and without prejudice.

Relationship with other policies: This Complaints Policy should be read in conjunction with the policy on Complaints (Parents and Pupils) and all other school policies in force at the relevant time.

Roles and responsibilities: The **School Bursar** should deal with all complaints not covered by the Complaints Policy (Parents and Pupils). If the School Business Manager [or other named post holder] is unable to resolve the complaint, it will pass to the **Headteacher**. If the Headteacher is unable to resolve the complaint it will pass to the Chair of Governors. The final stage in the process is for the Governing Body to investigate the complaint. The **Chair of Governors and/or the Governing Body** will deal with complaints about the Headteacher. Please see the separate procedure for dealing with complaints available from the school.

Arrangements for monitoring and evaluation: This policy and the associated procedures will be reviewed by the Governing Body on an annual basis.