

Montpelier Primary School Complaints Procedure

Approved by the governing board 4th January 2021

Review By 10th February 2023

1 Introduction

2 Resolving concerns informally

3 How to raise a concern

4 The role of governors when raising concerns or complaints

5 How to raise a complaint

6. How the school handles correspondence and communication

7 Anonymous Complaints

8 Maintaining confidentiality

9 Safeguarding

10 Legislation and Guidance

11 Complaints about the school's fulfilment of Early Years requirements

12 Complaints that fall outside of this procedure

13 Complaints about the headteacher or governors

14 The timescale for making a complaint

15 Withdrawal of a Complaint

16 Maintaining records

17 Stage 1 of the complaints procedure

18 Stage 2 of the complaints procedure

19 Serial, persistent and unreasonable complaints

20 Roles and Responsibilities

21 Complaint Form

Due to the COVID – 19 pandemic this procedure may be reviewed more frequently, particularly in relation to the timescales that the school can reasonably meet. Following the government’s decision to close schools again from 4th January 2021, this procedure has been reviewed and areas that may be affected by the impact of the pandemic have been more clearly highlighted.

1 Introduction

Montpelier Primary School endeavours to provide the best possible education for all of its pupils in an open and transparent environment. We always acknowledge any feedback that we receive from parents, pupils and third parties, and we accept that not all of this will be positive. Where concerns are raised the school intends for these to be dealt with fairly, openly, promptly and without prejudice.

In order to do so, the governing board of Montpelier Primary School has approved the following procedure which explains what you should do if you wish to make a complaint about the school. Senior members of staff will be familiar with the procedure and will be able to assist you.

At all stages, the audio or video recording of meetings is not allowed, and any data gathered in this way is inadmissible at any stage, without the prior consent of all parties.

2 Resolving concerns informally

For the purpose of this procedure:

A concern may be defined as having a worry or doubt over an issue considered to be important for which reassurances are sought. Most concerns can be dealt with without resorting to the formal stages of the formal complaints procedure.

A complaint may be defined as an expression of dissatisfaction however made, about actions taken or a lack of action in response to a concern being raised.

Sometimes, the term “complaint” is used when the issue raised would be more accurately defined as a concern.

The school will work with parents and carers to resolve concerns quickly and provide any reassurance that may be necessary. The school aims to foster and maintain positive relationships with parents and carers through a timely response to concerns.

At Montpelier School, staff endeavour to respond to concerns rapidly.

The governing board of Montpelier Primary School **encourages those who have concerns to first raise them with the appropriate person at the school** (for example, your child’s class teacher, senior staff or the headteacher) and to work constructively with that person towards resolving them.

During the pandemic, concerns are being prioritised in order to address pupil well-being (including access to lunches for those entitled to free school meals and medical needs) and curriculum access first. Unless there are staff or resource capacity issues, we aim to address all concerns within 5 days.

3 Raising a concern

Where you have a concern about any aspect of the school or your child's education or wellbeing speak to or contact a member of teaching staff, a senior member of staff, assistant or deputy headteacher or somebody from the business team. Alternatively, you can telephone the school or send a letter / email. The school is committed to resolving concerns, particularly those which may be a barrier to learning or children's well-being.

The majority of concerns can be resolved without resorting to the Complaints Procedure. Ideally, your child's class teacher or another member of staff will be able to address your concerns on the spot, or they can arrange a meeting or telephone call with you to discuss the issue.

The school always addresses concerns by speaking to parents / carers or third parties, monitoring, investigating and gathering actions. Concerns are often resolved when parents and carers work closely with teaching staff.

The extent to which this is both attempted and followed may be taken into consideration when assessing the reasonableness of a complaint during the formal stages of the procedure.

4 The role of governors when raising concerns or complaints

You should not approach individual governors to raise concerns or complaints, either informally or formally. Governors have no power to act on an individual basis and it may also prevent them from considering complaints at Stage 2 of the Procedure.

5 How to raise a complaint

Having raised a concern and given the school an opportunity to take action, where dissatisfaction remains, a formal complaint can be made in person, in writing or by telephone. This may also be made by someone on your behalf, as long as they have your clear written consent to do so.

The formal stages of the procedure should be followed when attempts to resolve concerns informally have proved unsuccessful, and where individuals therefore wish to raise their concern formally as a complaint.

Complaints against school staff (except the Head Teacher) should be made in the first instance, to the Head Teacher via the school office. Please mark them as **FAO Headteacher Private and Confidential** either in a subject header or on a sealed envelope.

Complaints that involve or are about the Head Teacher should be addressed to the Chair of Governors, via the school office. Please mark them as **FAO Chair of Governors Private and Confidential**, again in the subject header or on a sealed envelope.

Complaints about the Chair of Governors, any individual governor or the whole Governing Board should be addressed to the Clerk to the Governing Board via the school office. Please mark them as **FAO Clerk to the Governing Board Private and Confidential**.

For ease of use, a **Complaints Form** is included at the end of this procedure to help clarify the issues of your complaint.

If you require help in completing the form, please contact the school office. You can also ask third party organisations like Citizens Advice to help you.

In accordance with equality law, we will consider making reasonable adjustments if required, to enable you to access and complete this complaints procedure. For instance, providing information

in alternative formats where possible, assisting you in raising a formal complaint or holding meetings in accessible locations on the school site.

6. How the school handles correspondence and communication

Concerns or complaints, including follow-up correspondence, which are emailed to the school will be received by a member of the business team and will be dealt with in an appropriately confidential manner and in line with the roles and responsibilities outlined in this document. The school will decide upon the most appropriate form of communication it uses.

Where a complaint has been directed to the incorrect person, the business manager, clerk to the governing board, headteacher or other appropriate body will contact the complainant for clarification.

7 Anonymous Complaints

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

8 Maintaining confidentiality

Informal concerns and complaints will be dealt with confidentially at all stages and at the conclusion of the procedure.

Confidentiality should be maintained all times by everyone involved. The governing board of Montpelier Primary School requests that complaints are not discussed publicly, including via social media.

Actions taken in relation to school staff that arise as a result of the complaint will remain confidential to the school and the member of staff concerned.

Written records taken and used throughout the complaints process, including correspondence, notes of meetings, telephone calls etc., will be kept securely and in accordance with the principles of the General Data Protection Regulation (GDPR) and Data Protection Act 2018.

9 Safeguarding

Wherever a concern indicates that a child's wellbeing or safety is at risk, the school is duty bound to report this immediately to the local authority. Any action taken will be in accordance with the school's safeguarding policy which can be found on the school's website.

10 Legislation and Guidance

This document meets the requirements of section 29 of the Education Act 2002, which states that schools must have and make available a procedure to deal with all complaints relating to their school and to any community facilities or services that the school provides. It is also based on guidance for schools on complaints procedures from the Department for Education (DfE), including the model procedure, and model procedure for dealing with unreasonable complaints. In addition, it addresses duties set out in the Early Years Foundation Stage statutory framework with regards to dealing with complaints about the school's fulfilment of Early Years Foundation Stage requirements.

11 Complaints about the school's fulfilment of Early Years requirements

We will investigate all written complaints relating to the school's fulfilment of the Early Years Foundation Stage requirements, and notify the complainant of the outcome within 28 full school days of receiving the complaint. The school will keep a record of the complaint (see section 10) and make this available to Ofsted on request. Parents and carers can notify Ofsted if they believe that the school is not meeting Early Years Foundation Stage requirements.

12 Complaints that fall outside of this procedure

Complaints relating to the following issues are covered by a separate/specific policy.

- Pupil / school admissions; please contact Ealing Council's admissions body (for the Nursery please see the school's admissions policy).
- Pupil exclusions; please see the school's Behaviour Policy and www.gov.uk/school-discipline-exclusions/exclusions
- Staff grievance, capability or disciplinary; these are covered by the school's own grievance, disciplinary and capability procedures.
- Whistle blowing; The Secretary of State for Education is the prescribed person 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.
- Statutory assessments of Special Educational Needs; concerns or complaints should be made directly to the local authority
- Volunteers working in school 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.
- 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.
- Subject Access Requests and Freedom of Information Requests – please see the school's Data Protection and Freedom of Information policy.
- National Curriculum content - Please contact the Department for Education at: www.education.gov.uk/contactus

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.

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 you commence legal action against Montpelier Primary School in relation to your complaint, we will consider whether to suspend the complaints procedure in relation to their complaint until those legal proceedings have concluded.

13 Complaints about the headteacher or governors

Where a complaint is about the headteacher, the complainant should notify the clerk to the governors (see contact details at the end of the document). The stage one process (see the formal stages below) will then commence, but with the chair of governors as the individual responsible for the investigation, rather than the headteacher.

Where a complaint concerns a governor, the complainant should contact the clerk to the governing board. The clerk will then determine the most appropriate course of action, seeking advice as appropriate. This will depend upon the nature of the complaint.

14 The timescale for making a complaint

Notification of a complaint should be given as soon as possible after the issue or event that directly led to the complaint has occurred, and after informal attempts to seek resolution have proved unsuccessful during this period. Complaints that are submitted after three months since the issue occurred, that led to the complaint, will not be considered under this procedure.

During the pandemic complaints should still be made within the three-month timescale, and the school will endeavour to where the availability of staff and resources allow.

15 Withdrawal of a Complaint

If you want to withdraw your complaint, we will ask you to confirm this in writing.

16 Maintaining records

A confidential written record of all complaints that are made in accordance with this procedure will be kept by the school. The written record will include whether the complaint has been resolved following a formal procedure and whether it proceeded to a panel review meeting. It will also refer to any action taken by the school as a result of the complaint regardless of whether it has been upheld.

The 2 formal stages of the complaints procedure

The majority of concerns can be dealt with without resorting to the formal stages of the procedure. If you need to raise a concern, then please do so with the relevant member of staff who will be happy to talk to you and seek to resolve it. If there is dissatisfaction after raising a concern, a formal complaint may be raised.

There are **two** formal stages of the complaints procedure.

17

Stage 1

Formal investigation by headteacher (it may be appropriate to delegate this to a senior member of staff)

1. A request for a formal investigation of a complaint by the headteacher (or chair of the governing board as appropriate) should be made in writing to the school's general email address, or by **completing the formal complaints form that is included as Appendix 1** of this procedure. In either case the complainant must be specific about the complaint and what action they feel would resolve their complaint.
2. The headteacher (or chair of the governing board as appropriate) will acknowledge the request in writing no later than 10 full school days (full working days excluding those that fall in the school holidays) of receiving it. The written acknowledgment will, as far as

possible, explain how the complaint will be investigated and the timescale for completing the investigation. Where a complaint is received within 10 full days of a school holiday, the acknowledgement may be sent after the break but within the 10 full school day limit.

3. A log of all correspondence in relation to the complaint will be kept in accordance with Data Protection Principles.
4. The headteacher will consider all relevant evidence. This **may** include, but is not limited to:
 - a. obtaining statements from the complainant and those involved with the complaint
 - b. meeting with the complainant and those involved in the complaint

During the pandemic meetings will be arranged on site in a COVID safe environment unless it is only open for critical worker / vulnerable children, in which case the meeting may be delayed until full re-opening

- c. reviewing correspondence and other documents relating to the complaint
5. After considering the available evidence, the headteacher can decide to:
 - a. uphold the complaint and direct that certain action be taken to resolve it
 - b. uphold the complaint in part (in other words find an aspect or aspects of the complaint to be valid, but not the whole complaint) direct for certain action to be taken, or
 - c. dismiss the complaint entirely
6. The headteacher will inform the complainant of their decision in writing, the grounds on which it was made, and any actions taken as a result of the complaint.
7. This will be within 20 full working days (excluding those that fall in the school holidays) of having issued written acknowledgement of receipt of the complaint (see 2 above).
8. The written notification shall also advise the complainant of their right to escalate the complaint to stage 2 of the formal complaints procedure if they are not satisfied with the outcome at stage 1, including the contact details of the clerk to the governing board (see contact details below).

18

Stage 2

Review by a panel of the governing board of Montpelier School

The complainant is entitled to request a review of the decision taken at stage 1 and the actions taken. The review is carried out by a panel of the school governing board at a meeting convened by the clerk to the governing board.

Requests for a review of the decision taken at stage 1 should be made in writing to the clerk (see contact details below) no later than 4 weeks (28 days) after written notification of the decision taken has been received.

The request to the clerk must include a brief summary of the complaint, specify why the complainant is dissatisfied with the outcome of stage 1 and the outcome they are seeking.

The clerk will fulfil the role of organising the time and date of the review meeting, inviting all the attendees, collating all the relevant documents and *distributing these 5 full school days in advance* of the meeting.

During any period where the school is only operating on site with key worker / vulnerable pupils (during national or Tier 5 lockdowns), a panel meeting may be delayed if either the complainant or school staff are unable to attend.

During the pandemic, members of the panel and the clerk may attend via a secure virtual means due to travel restrictions, all reasonable efforts will be made for at least one governor to attend in person.

Neither the complainant nor school representatives may attend virtually unless they mutually agree to do so.

Any review panel meeting will not be digitally recorded without the explicit and written consent of all parties, namely the clerk, individual members of the review panel, the complainant, witnesses, or school staff.

The following steps are taken at stage 2:

1. The clerk will acknowledge the written request for the complaint to be reviewed no later than ten full working days (not including the school holidays) after receiving it.
2. The clerk will convene a panel of three governors to review the complaint. All three panel members will have no prior knowledge of the content of the complaint.
3. The review meeting will take place within 20 working days (excluding those which fall in the school holidays) of receipt of the written acknowledgement from the clerk (see 1 above).
4. The acknowledgement will either be sent by email or recorded delivery mail.
5. The panel **may** decide to invite the following to attend the review meeting:
 - a. the complainant
 - b. the headteacher (or chair of the governing board as appropriate) who investigated the complaint and made the decision at stage 1
 - c. relevant persons involved in the complaint
 - d. persons whom, in the view of the panel, can provide relevant advice and information relating to the subject of the complaint and the review process at stage 2. These persons may be invited to attend virtually where the panel deems it appropriate to do so.

6. Where the complainant, headteacher and/or relevant person involved in the complaint have been invited to attend the review meeting, they are entitled to be accompanied by a family member/friend/representative as appropriate. However, legal representatives, nor members of the media, are not permitted to attend the review meeting.
7. Where the relevant persons involved in the complaint include pupils at the school, and their attendance at the review meeting has been requested by the panel, parental permission must be sought if they are under the age of 18. Extra care will be taken to consider the vulnerability of children where they are present at a complaints hearing.
8. Where the complaint is about a governor or the governing board, the complainant may request that the review meeting is held by an independent panel, or include an independent member. This is at the discretion of the governing board who will notify the clerk of their decision.
9. Where an entirely independent panel is required, timescales may be affected while the school source appropriate individuals for the review.
10. After considering the complaint afresh and reviewing the available evidence, the panel reviewing the complaint can decide to:
 - uphold the complaint and direct that certain action be taken to resolve it
 - uphold the complaint in part (in other words find an aspect or aspects of the complaint to be valid, but not the whole complaint) and direct for certain action to be taken, or
 - dismiss the complaint entirely.
11. Minutes of the review meeting will be taken by the clerk and provided with the written notification of the decision taken at stage 2.
12. Irrespective of the decision taken, the panel may also recommend steps that the complainant and the school should take to move forward from the presenting issues in the best interests of all concerned. The panel may also recommend steps to be taken that reduce the likelihood of a similar complaint being made in the future.
13. The complainant, the headteacher (or chair of the governing board as appropriate) who investigated the complaint and made the decision at stage 1, and, where relevant, the person complained about will be informed in writing of the outcome of the review meeting no later than 10 full working days (excluding those which fall in the school holidays) after the review meeting has taken place.

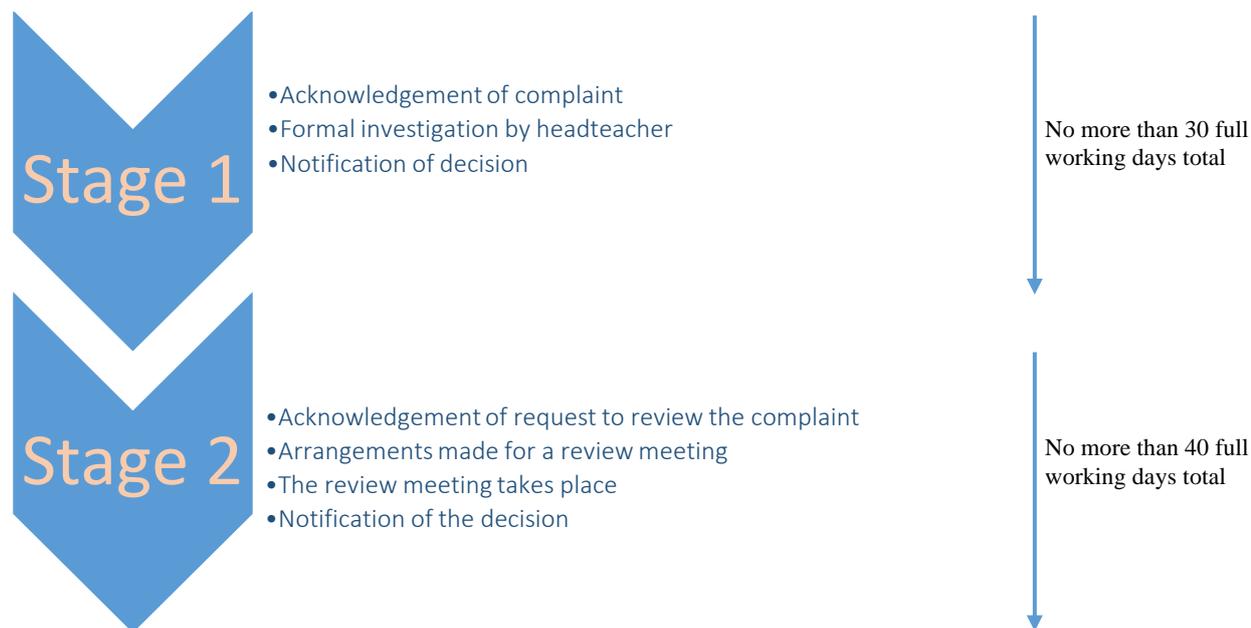
This is the **final stage** at which the school will consider the complaint. If the complainant remains dissatisfied and wishes to escalate the complaint further, they should refer to the following:

If you believe the school did not handle your complaint in accordance with the published complaints procedure or they acted unlawfully or unreasonably in the exercise of their duties under education law, you can contact the Department for Education after you have completed Stage 2.

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.

You 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.



This timescale is dependent upon the school's staff and resource capacity to meet it during the pandemic. Where there are likely to be delays the complainant will be notified.

Montpelier Primary School will endeavour to complete the formal stages of its complaints procedure in a timely manner and within the timescale for each stage that is referred to above. However, if it becomes clear that for any reason Montpelier Primary School is unable to meet the timescale for completing a stage of the procedure, the complainant will be advised of this immediately, along with the reason for the delay and the revised timescale.

19 Serial, persistent and unreasonable complaints

For the purpose of this procedure a complaint may be viewed as serial and/or persistent if it relates substantially to the same issue that was the subject of a previous complaint (made by the same complainant) which has already been through a formal complaints procedure in which the complainant has been notified of the outcome.

In such cases the headteacher/chair of the governing board/clerk to the governing board (as appropriate) will consult with relevant parties and may decide that the complaint is not

considered under this procedure. The complainant will be notified in writing that this is the case, and that Montpelier Primary School will provide no further response.

For the purpose of this procedure a complaint may be viewed as unreasonable if it contains threatening, abusive or offensive language and conveys unrealistic outcomes beyond all reason.

Montpelier 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 the 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 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 seek 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 complaints procedure has been fully and properly implemented and completed, including referral to the Department for Education

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.

use threats to intimidate.

use abusive, offensive, discriminatory or defamatory language, innuendo or violence;

attacks the character of others based upon opinion or assertion

knowingly provides falsified information

publishes information, encourage campaigning, behaviour, canvassing or inciting others on social media, other public forums or in person

Complainants should try to limit their communication with the school that relates to the 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 endeavour to discuss any concerns with the complainant informally before applying an 'unreasonable' marking.*

If the behaviour continues the headteacher, chair of governors or clerk to the governing board will write to the complainant explaining that their behaviour is unreasonable and ask them to change it. If they excessively contact Montpelier 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.

In response to any serious incident of aggression or violence, the school will immediately inform the police and communicate our actions in writing. This may include barring an individual from Montpelier Primary School.

Where the complainant persists with defamatory and unsubstantiated content in their communication, Montpelier Primary School may seek legal advice with a view to pursuing action to address such behaviour.

Queries regarding any aspect of the complaints procedure should be directed to the clerk to the governing board at the admin@montpelier.ealing.sch.uk marking the email or letter as **"FAO Clerk to the Governing Board Private and Confidential"**.

This correspondence will be managed, and forwarded, by the Business Team.

20 Roles and Responsibilities

Complainant

You will receive a more effective response to the complaint if you:

1. explain the complaint with clarity and in full as early as possible
2. co-operate with the school in seeking a solution to the complaint
3. respond promptly to requests for information or meetings or in agreeing the details of the complaint
4. ask for reasonable levels of assistance as needed
5. treat all those involved in the complaint with respect
6. refrain from publicising the details of the complaint on social media and respect confidentiality

Investigator

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

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

2. sensitive and thorough interviewing to establish what has happened and who has been involved
3. interviewing staff and children/young people and other people relevant to the complaint o consideration of records and other relevant information analysing information
4. liaising with you and the complaints co-ordinator as appropriate to clarify what you feels would put things right.

The investigator should:

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

The Head teacher or complaints panel will then determine whether to uphold or dismiss the complaint and communicate that decision to you, providing the appropriate escalation details.

Complaints Co-ordinator (Data or Business Manager)

The complaints co-ordinator should:

1. ensure that you are fully updated at each stage of the procedure
2. liaise with staff members, Head teacher, Chair of Governors, Clerk and LAs (if appropriate) to ensure the smooth running of the complaints procedure
3. be aware of issues regarding:
4. sharing third party information
additional support. This may be needed by you when making a complaint including
5. interpretation support or where you is a child or young person
6. keep records, including final outcome, until the pupil leaves the school

Clerk to the Governing Body

The Clerk is the contact point for you and the panel and should:

1. 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)
2. 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
3. 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
4. record the proceedings
5. circulate the minutes of the meeting

Review Panel Chair

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

1. 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
2. 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
3. you are put at ease. This is particularly important if you are a child/young person
4. the remit of the panel is explained to you
5. 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.
6. notify all parties of the panel's decision. 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
7. both you 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
8. the issues are addressed
9. key findings of fact are made
10. the panel is open-minded and acts independently
11. no member of the panel has an external interest in the outcome of the proceedings or any involvement in an earlier stage of the procedure
12. the meeting is recorded in minutes
13. you liaise with the Clerk (and complaints co-ordinator, if the school has one)

Panel Member

Panel members should be aware that:

1. the welfare of the child/young person is paramount.
2. the meeting must be independent and impartial, and should be seen to be so
3. no governor may sit on the panel if they have had a prior involvement in the complaint or in the circumstances surrounding it.
4. the aim of the meeting should be to resolve the complaint and achieve reconciliation between the school and you
5. we recognise that you might not be satisfied with the outcome if the meeting does not find in your favour. It may only be possible to establish the facts and make recommendations.
6. they may feel nervous and inhibited in a formal setting
7. parents/carers often feel emotional when discussing an issue that affects their child.
8. extra care needs to be taken when you are 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 panel should respect the views of the child/young person and give them equal consideration to those of adults.

If the complaint is made by a child/young person, the panel should ask in advance if any support is needed to help them present their complaint. A parent should be asked which part of the meeting they would like the child/young person to attend if the child/young person is making the complaint. 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 panel considers is not in the child/young person's best interests.

21 Complaint Form

A concern may be defined as having a worry or doubt over an issue considered to be important for which reassurances are sought. Most concerns can be dealt with without resorting to the formal stages of the formal complaints procedure.

Please contact the school immediately if you have a concern or worry, by telephoning the school first on 020 8997 5855 or emailing admin@montpelier.ealing.sch.uk marking the subject header "Concern"

A complaint may be defined as an expression of dissatisfaction however made, about actions taken or a lack of action in response to a concern being raised.

Please complete and return to Miss Power, School Business Manager who will acknowledge receipt and explain what action will be taken. (This form can be requested for electronic completion from admin@montpelier.ealing.sch.uk and returned to the same address)

| |
|--|
| Your name: |
| Pupil's name (if relevant): |
| Your relationship to the pupil (if relevant): |
| Address: |
| Postcode: |
| Email Address: |
| Day time telephone number |
| Evening telephone number: |
| Please give details of your complaint, including whether you have 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 who: |
| Complaint referred to: |

Date: