La Mare de Carteret Primary School

Complaints Procedures

Our Vision at La Mare de Carteret Primary

To inspire every learner to reach their personal best today, for their world tomorrow.

Through valuing:

Individual learning journeys
Every child, every parent, every carer, every member of staff, every member of our school community
Innovation and change

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Aims

Our school aims to meet its statutory obligations when responding to complaints from parents of pupils at the school, and others.

When responding to complaints, we aim to:

- Be impartial and non-adversarial
- Facilitate a full and fair investigation by an independent person or panel, where necessary
- Address all the points at issue and provide an effective and prompt response
- Respect complainants' desire for confidentiality
- Treat complainants with respect
- Keep complainants informed of the progress of the complaints process
- Consider how the complaint can feed into school improvement evaluation processes
- We try to resolve concerns or complaints by informal means wherever possible. Where this is not possible, formal procedures will be followed.
- The school will aim to give the complainant the opportunity to complete the complaints procedure in full.
- To support this, we will ensure we publicise the existence of this policy and make it available on the school website.

Legislation and guidance

The school follows the guidelines set by the States of Guernsey Education Services.
https://www.gov.gg/article/2025/Raising-a-Concern-or-Making-a-Complaint

Definitions and scope

The DfE guidance explains the difference between a concern and a complaint.

Concerns

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

Dealing with concerns

The school will resolve concerns through day-to-day communication as far as possible and as expediently as possible.

- Raise the concern with the class teacher either via email or with a face to face at the end of the day
- If the concern needs a more formal meeting, arrange to meet with the teacher by making an appointment with the school office.
- If the concern continues or needs further intervention, the Key Stage leader should be contacted.

  KS2 Leader: Miss Mills
  KS1 Leader: Mrs Ford
  EYFS leader: Miss Dale

Complaints

A **complaint** is defined as “an expression of dissatisfaction however made, about actions taken or a lack of action”.

The school intends to resolve complaints informally where possible, at the earliest possible stage. There may be occasions when complainants would like to raise their concerns formally. This policy outlines the procedure relating to handling such complaints.

This policy does not cover complaints procedures relating to:
Admissions
Statutory assessments of special educational needs (SEN)
Safeguarding matters
Exclusion
Whistle-blowing
Please see our separate policies for procedures relating to these types of complaints.

Dealing with complaints

The school will resolve complaints through day-to-day communication as far as possible. All complaints are logged with the headteacher in the SIMs system.

- Raise the complaint with the Headteacher via email, letter or telephone call
- A more formal meeting will be arranged if necessary
- If the complaint needs investigating, the Headteacher may delegate this to the Key Stage Leader, Deputy Headteacher or Inclusion and Wellbeing Manager

When investigating a complaint, we will try to clarify:

1. What has happened
2. Who was involved
3. What, if any, consequences need to be in place
4. We also intend to address complaints as quickly as possible.

If the complaint is not dealt with satisfactorily by the school

Submit the complaint in writing to Education Services
This letter should provide details such as relevant dates, times, and the names of witnesses of events, alongside copies of any relevant documents. The complainant should also state what they feel would resolve the complaint.

The Director of Education will assign an Education officer to deal with the complaint. This is likely to involve a meeting or telephone call to clarify concerns, and seek a resolution.

Complaints against the Headteacher

Complaints made against the headteacher should be directed to the Director of Education

Persistent complaints

Where a complainant tries to re-open the issue with the school after the complaints procedure has been fully exhausted and the school has done everything it reasonably can in response to the complaint, the Director of Education will inform the complainant that the matter is closed.
If the complainant subsequently contacts the school again about the same issue, the school can choose not to respond.

The normal circumstance in which we will not respond is if:
The school has taken every reasonable step to address the complainant's needs, *and*
The complainant has been given a clear statement of the school's position and their options (if any), *and*
The complainant is contacting the school repeatedly but making substantially the same points each time
However, this list is not intended to be exhaustive.

The school will be most likely to choose not to respond if:

- We have reason to believe the individual is contacting the school with the intention of causing disruption or inconvenience, and/or
- The individual's letters/emails/telephone calls are often or always abusive or aggressive, and/or

- The individual makes insulting personal comments about, or threats towards, school staff
- Unreasonable behaviour which is abusive, offensive or threatening may constitute an unreasonably persistent complaint.
- Once the school has decided that it is appropriate to stop responding, the complainant will be informed in writing, either by letter or email.
- The school will ensure when making this decision that complainants making any new complaint are heard, and that the school acts reasonably.

If the complainant breaches the schools''s Managing abusive and aggressive visitors to school policy, the consequences of such a breach will be evoked.

Record-keeping

Concerns
If a concern requires a more formal meeting, it will be recorded on the complaints and concerns log as detailed below.

Complaints
The school will record the progress of all complaints on a complaints log, including information about actions taken at all stages, the stage at which the complaint was resolved, and the final outcome. The records (on SIMs) will also include copies of letters and emails, and notes relating to meetings and phone calls.
This material will be treated as confidential and held centrally, and will be viewed only by those involved in investigating the complaint.
Records of complaints will be kept securely, only for as long as necessary and in line with data protection law, our privacy notices and [records management policy/record retention schedule].

Learning lessons

The senior leadership team will review any underlying issues raised by complaints with the staff where appropriate, and respecting confidentiality, to determine whether there are any improvements that the school can make to its procedures or practice to help prevent similar events in the future.

Monitoring arrangements

The complaints records are logged and managed by the Headteacher.
This policy will be reviewed by Headteacher every two years.

Links with other policies

Policies dealing with other forms of complaints include:

Child protection and safeguarding policy and procedures http://iscp.gg/
Admissions policy https://www.gov.gg/CHttpHandler.ashx?id=115501&p=0
Exclusions procedures https://www.gov.gg/exclusion
SEN policy and information report https://www.gov.gg/CHttpHandler.ashx?id=1211&p=0