



# ARCHBISHOP RUNCIE CHURCH OF ENGLAND (VA) FIRST SCHOOL

## School Complaints Procedure

### 1. Rationale

Archbishop Runcie First School is a Church of England School. In harmony with the Christian ethos of our school we respect the uniqueness of each child and put the child at the heart of the learning process in a safe and secure learning environment. We therefore wish to ensure that concerns or complaints relating to the school, or the services that it provides, are addressed promptly and fairly.

### 2. Introduction

This document sets out the various stages of the complaints procedure to be followed if you wish to raise a concern or complaint about the school.

This policy aims to ensure that any complaint raised will be dealt with in a fair, open and responsive way with the aim of achieving a speedy and satisfactory resolution. The school recognises a willingness to listen to questions and criticisms and to respond positively and in a way in which improvements can be made to school practices.

Concerns or complaints can be raised by pupils, parents/carers/guardians of children at the school, members of the local community, and service users of community facilities on school premises.

To allow for a proper investigation, concerns or complaints should be brought to the attention of the school as soon as possible. In general, any matter raised more than 3 months after the event being complained of will not be considered.

For children no longer at the school, complaints will be considered up to 6 months after they have left the school.

An anonymous concern or complaint will not be investigated under this procedure, unless there are exceptional circumstances (at the discretion of the Headteacher and/or Governors).

### 3. The Complaints Procedure and Timescales

There are three stages to the school complaints procedure, as detailed below. The timescales for each stage are also shown. The timescales are calculated in school days, so do not include school holidays, bank holidays or teacher training days. If we require longer than the published timescales investigating your complaint we will let you know, to ensure you are kept informed throughout the process.

#### 3.1. Informal Stage

The complaint is responded to by the staff member. We would encourage parents to speak to the staff member if they have any concerns as many issues can be addressed and resolved at this stage. A brief written note of the discussion and outcome will normally be made, using the school's usual internal recordkeeping procedures.

#### 3.2. Formal Stage

If you feel that your concern or complaint has not been resolved at the informal stage you can put the complaint in writing, using the School Complaint Form, and pass it in a sealed envelope to the Head

Teacher, who will be responsible for ensuring that it is investigated appropriately. If the complaint is about the Head Teacher, you should send the completed form in a sealed envelope to the Clerk to the Governors, for the attention of the Chair of Governors.

You should include details which might help the investigation, such as names of possible witnesses, dates and times of events, and copies of relevant documents.

It is very important that you include a clear statement of the actions that you would like the school to take to resolve your concern. Without this, it is much more difficult to proceed.

It is possible that your complaint will be resolved through a meeting with the Head Teacher [or Chair]. The Head Teacher [or Chair] may invite you to a meeting to clarify your concerns and to seek an informal resolution. If you accept that invitation, you may be accompanied by a friend, if you wish, to help you to explain why you are concerned.

If not, arrangements will be made for the matter to be fully investigated, using the appropriate procedure. In any case you should learn in writing, usually within 5 school days of the school receiving your formal complaint, of how the school will proceed. This letter should say how quickly the school expects to be able complete the investigation. Any investigation will begin as soon as possible and when it has been completed, you will be informed in writing of the result.

If you are not satisfied with the way in which the complaint process has been followed, you may ask the governing body to review the process followed by the school in handling the complaint. Any such request must be made in writing to the clerk to the governing body, within 10 school days of receiving notice of the result of the school investigation, and include a statement saying how you think the school failed to follow the procedure. A Review Request form is provided for you to use.

### **3.3. Review Process**

Any review of the process followed by the school will be carried out by a panel of 3 members of the governing body (Chair of the Panel, Clerk to the Panel plus a nominated governor). This will usually take place within 25 school days of receiving your request.

The review will normally be carried out through a consideration of written submissions, but reasonable requests to make oral representations should be considered sympathetically.

The panel will first receive written evidence from the person making the complaint.

The panel will then invite representatives of the school [usually the Head Teacher or the Chair of the governing body panel that has considered the matter], as appropriate, to make a response to the complaint.

The panel may also have access to the records kept of the process followed.

You, and the school representative[s], will be informed in writing of the result, usually within 5 school days of the panel meeting.

The matter will then be closed as far as the school is concerned.

If you believe that the Governing Body has acted illegally or arbitrarily in handling the complaint, then you may make representations to the Diocese of Newcastle – contact details below.

### **Monitoring the Policy**

The governing body will review the policy on a three year cycle (or more often if required) and monitor the number of complaints received, how these were addressed and any action taken.

#### 4. Contact details

**Headteacher:**

Mrs Kate Massey  
Archbishop Runcie Church of England First School  
Christon Road  
Newcastle upon Tyne  
NE3 1US  
Tel. 0191 285 2663  
[kate.massey@archbishop.newcastle.sch.uk](mailto:kate.massey@archbishop.newcastle.sch.uk)

**Clerk to the Governors:**

Ms Claire Heppel  
Governors Clerking Agency  
Governor Services  
Children's Services Directorate  
Room 305, Civic Centre  
Newcastle Upon Tyne  
NE1 8PU  
Tel. 0191 211 5319  
[ruth.corless@newcastle.gov.uk](mailto:ruth.corless@newcastle.gov.uk)

**Chair of Governors:**

Dr S Pickett  
c/o Archbishop Runcie Church of England First School  
Christon Road  
Newcastle upon Tyne  
NE3 1US  
Tel. 0191 285 2663

**Diocese of Newcastle:**

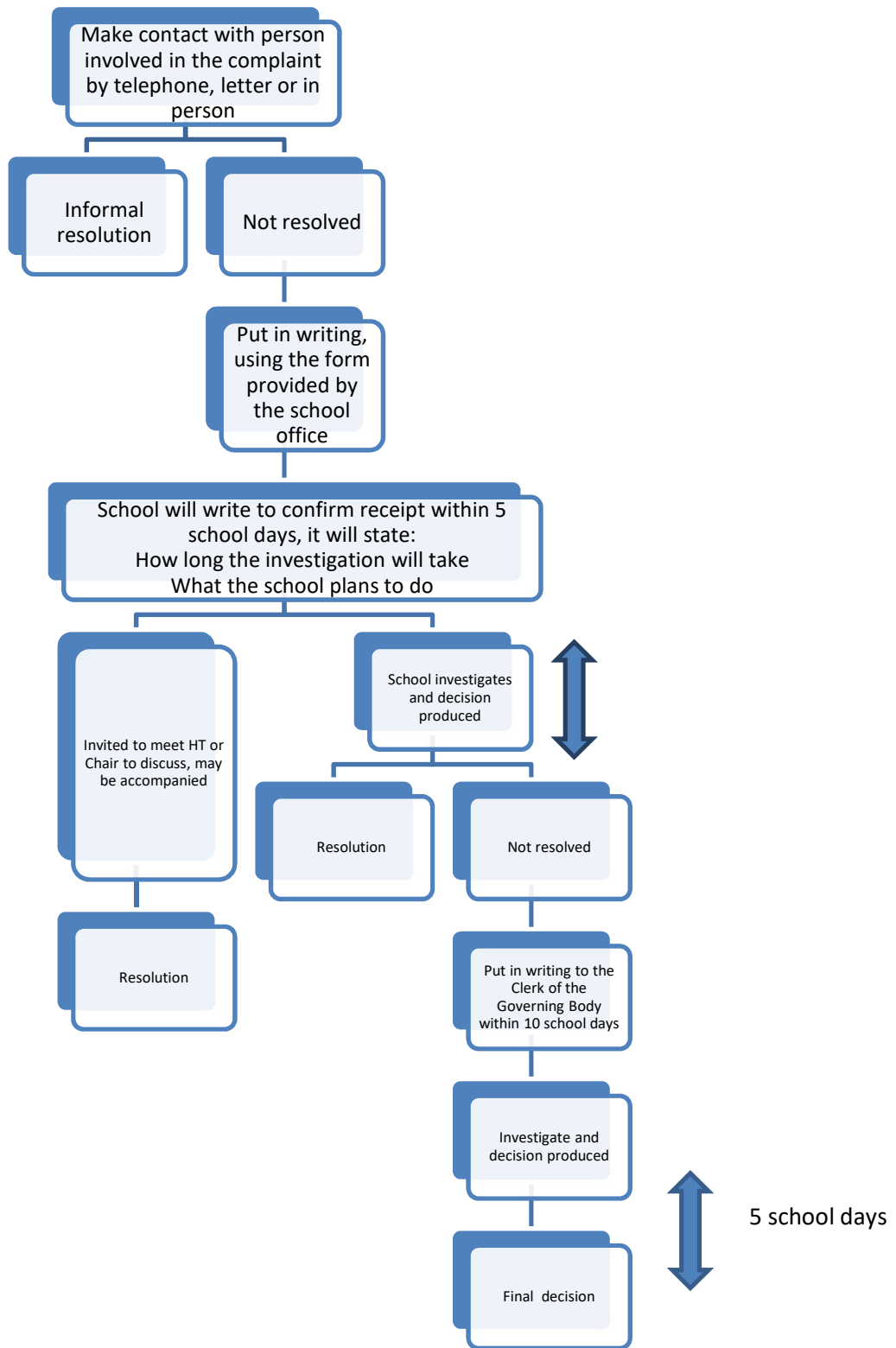
Gill Booth  
Church House  
St John's Terrace  
North Shields  
NE29 6HS  
Tel. 0191 270 4100

**Dissemination**

This document is available on the school website, on the staff drive, and on the parents' noticeboard at the entrance to the school.

Date	Reviewed / updated	Staff involved
June 2009	Complete review and rewrite	JR, KM, Helen MacFarlane (Governor)
November 2010	Review	JR, HM (Governor)
May 2013	Parent consultation and addition of flowchart	JR, HM (Governor)
May 2015	Review	JR, PM (Governor)
December 2016	Change to Chair of GB	JR
Sept 2017	HT details updated	DH
September 2018	HT details updated	KM
September 2020	Minor details and tidying	KM, JB, FGB
September 2021	Updated clerk details	KM

September 2022	Updated Clerk & Chair details, changed logo	KM
Sept 2023	Updated DEB details	KM
Sept 2024	Updated Clerk details	RL





## School Complaint Form

Please complete this form and return it to Head Teacher [or Clerk to the governing body], who will acknowledge its receipt and inform you of the next stage in the procedure.

Your name:

Relationship with school e.g. parent of a pupil on the schools roll:

Pupil's name, if relevant to your complaint:

Your Address:

Daytime telephone number:

Evening telephone number:

Please give concise details of your complaint, including dates, names of witnesses etc, to allow the matter to be fully investigated:

You may continue on separate paper, or attach additional documents, if you wish.  
Number of Additional pages attached =

*Continued/*

What action, if any, have you already taken to try to resolve your complaint? i.e. who have you spoken with or written to and what was the outcome?

What actions do you feel might resolve the problem at this stage?

Signature:

Date:

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**School use only**

Date Form received:

Received by:

Date acknowledgement sent:

Acknowledgement sent by:

Complaint referred to:

Date:

## School Complaint Review Request Form

Please complete this form and return it to the Chair of the Governing Body [or Clerk to the governing body], who will acknowledge its receipt and inform you of the next stage in the procedure.

Your name:

Your Address:

Daytime telephone number:

Evening telephone number:

Dear Dr Pickett,

I submitted a formal complaint to the school on ..... and I am dissatisfied by the procedure that has been followed.

My complaint was submitted to ..... and I received a response from ..... on .....

I have attached copies of my formal complaint and of the response[s] from the school.

I am dissatisfied with the way in which the procedure was carried out, because:

You may continue on separate paper, or attach additional documents, if you wish.

Number of Additional pages attached =

*Continued/*



What actions do you feel might resolve the problem at this stage?

Signature:

Date:

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**School use only**

Date Form received:

Received by:

Date acknowledgement sent:

Acknowledgement sent by:

Request referred to:

Date: