



Policy Document F02-25

Complaints

1. INTRODUCTION

1.1 St Teilo's values the good relations it enjoys with the parents, carers and members of the wider community. These good relations are based on a respect for the school's mission and its ethos as a Church in Wales school.

1.2 Each day, the school makes many decisions and staff try hard to do their best for students. Your comments, either positive or negative, are helpful contributions to the school's improvement journey. You may want to talk to us about a particular aspect of the school, which is not a complaint. Many parents and carers pass on their ideas and thoughts informally to staff and we value their support. There are many opportunities for you to do this, at parent meetings, via the school website, by filling out a feedback card or in writing to the headteacher.

1.3 However, if you are dissatisfied about any action, or lack of action, by the school, you are able to make a complaint.

1.4 This complaints procedure is designed to allow complaints to be dealt with efficiently and sensitively, and at the appropriate level. The school will treat all complaints seriously and will deal with them as comprehensively as possible and, as far as possible or necessary, in confidence.

1.5 Anyone wishing to make a complaint should do so as soon as possible. It can be difficult for the school to investigate an incident or problem properly if it took place some time ago. Most complaints can be resolved quickly and informally.

2. AIMS

2.1 The school aims to:

- d. Respect the rights and feelings of those involved and make every effort to protect confidential information where possible and/or appropriate.
- e. Act promptly, politely and, where possible, informally (for example, by telephone).
- f. Focus on resolution and review rather than blame.
- g. Make this procedure available to all who request it.
- h. Ensure staff and governors are clear about their roles and responsibilities in responding to complaints.

3. DEFINITIONS

3.1 None.

4. THE LAW

4.1 None.

5. RIGHTS OF THE CHILD

5.1 This policy has its basis in the following missional rights of the child:

- a. Right I - The right to accurate knowledge and information.
- b. Right II - The right to a broad, balanced and purposeful education.
- c. Right III - The right to one's own thoughts and beliefs.
- d. Right IV - The right to independent advice about one's life and future.
- e. Right V - The right to extra support for the disabled or those with additional learning needs.
- f. Right VI - The right to be as healthy and happy as possible.
- g. Right VII - The right to learn from and spend time with one's friends.
- h. Right VIII - The right to enriching experiences and play.
- i. Right IX - The right to be safe around adults and other young people.
- j. Right X - The right to be listened to and taken seriously.
- k. Right XI - The right to be treated fairly and not in a cruel way.
- l. Right XII - The right to keep some things private.

6. ROUTINE QUERIES

6.1 Most questions that arise are

7.2 If an anonymous complaint relates to alleged criminal activity or child protection issues, the matter will be referred to the relevant authorities. If there is a concern that a child is at risk of harm or suspicion of abuse, the school will deal with the matter in accordance with the school's Safeguarding policy.

8. UNREASONABLE BEHAVIOUR

8.1 Aggressive, abusive or unreasonable behaviour by any visitor to the school will not be tolerated and may lead to the school asking the relevant authorities to intervene. Persistently making complaints which the school reasonably considers have no substance or are vexatious will fall into the category of unreasonable behaviour. Unreasonable behaviour will be dealt with in accordance with the school's Adult Behaviour policy.

9. ALTERNATIVE PROCEDURES

9.1 If a particular concern is actionable under an alternative school process, then the school may decide not to take action under this procedure and take action under an alternative process. Examples of an alternative process are:

- a. Complaints about members of staff may be dealt with under a disciplinary, capability or grievance procedure.
- b. Complaints about admission decisions by the school will be dealt with in accordance with the school's admissions procedure.
- c. Complaints about exclusion decisions by the school will be dealt with in accordance with the school's behavioural policy and current national guidance on exclusion processes.
- d. Complaints about Additional Learning Needs decisions by the school will be dealt with in accordance with local authority and national resolution processes.
- e. Matters which are or have been the subject of legal proceedings or under investigation by the police or some other competent body, for example, child protection issues.

10. PRINCIPLES BEHIND FORMAL RESOLUTION OF THE COMPLAINT

10.1 All those involved in handling a complaint will respect the rights of the complainant and any other person involved.

10.2 The complaint will be kept confidential and only those people who need to know about the complaint whether for the purposes of investigating it or deciding on the merits of the complaint will

11. STAGE 1: INFORMAL RESOLUTION

11.1 The vast majority of complaints can best be resolved informally and speedily by the member of staff with whom the complainant first has contact and usually within 48 hours depending on complexity and operational capacity. Although an informal process, the complaint will be dealt with in a professional manner. The timescale for Stage 1 could be up to 10 school days which allows for one cycle of the school's two-week timetable.

11.2 The school encourages a complainant to discuss their concern with the appropriate member of staff at this initial stage. If the complaint is in relation to a particular pupil, the appropriate member of staff will usually be the student's Form Tutor or Achievement Leader. If a complainant seeks to refer a complaint to the headteacher or Chair of Governors, the headteacher or Chair of Governors will refer the matter to an appropriate member of staff for response in accordance with Stage 1 of this procedure.

11.3 The member of staff will make a record of the complaint and will ensure that the complainant understands what action will be taken and/or has been agreed will be taken. It may be necessary for the member of staff to refer the matter to another, such as a line manager, who will then respond to the complainant.

11.4 If the complaint is not immediately resolved the staff member dealing with the matter will ensure that the complainant is aware of what further action or steps will be taken and the anticipated timeframe to resolve the matter. It is anticipated that this would be within 10 school days of first notice of the complaint. Appropriate communication of the decision outcome will be made to the complainant.

11.5 If the complainant is not satisfied with the outcome of Stage 1, they may set out their complaint in writing to the school (by letter, email or via the school's website) within 5 school days of notification of the outcome with a request for the matter to be dealt with at Stage 2.

12. STAGE 2: REFERRAL TO SENIOR STAFF

12.1 Where a complainant is not satisfied with the outcome of Stage 1, notification in writing may be made to the school. A senior member of staff will be appointed to investigate the concern or complaint further. The timescale for Stage 2 is usually within

12.4 Once all the relevant facts have been established, the senior staff member will contact the complainant to discuss the matter. Depending on the circumstances, the senior staff member may telephone, write to or meet with the complainant. If a meeting is required, the complainant will be permitted to be accompanied by a friend, relative or interpreter who can speak on their behalf. They must notify the school as a courtesy in advance.

12.5 If the complainant is not satisfied with the outcome of Stage 2, they may set out their complaint in writing to the headteacher (by completing Appendix 1) within 5 school days of notification of the outcome with a request for the matter to be dealt with at Stage 3.

13. STAGE 3: REFERRAL TO HEADTEACHER

13.1 Where a complainant is not satisfied with the outcome of Stage 2, notification in writing may be made to the headteacher (by completing Appendix 1). The complaint will now be dealt with under a formal procedure. The timescale under Stage 3 could be up to 10 school days or more depending on complexity and operational capacity. If for any reason it is not possible to deal with the matter in this timeframe the complainant will be informed in writing of the reason and a further estimated target for the response will be provided.

13.2 If the headteacher has been significantly involved at Stage 2 then Stage 3 will be led by an appropriate governor.

13.3 The headteacher will formally investigate the complaint using the same procedure as Stage 2.

13.4 Once all the relevant facts have been established, the headteacher will write to the complainant to share the findings.

13.5 If the complainant is not satisfied with the outcome of Stage 3, they may set out their complaint in writing to the Chair of Governors (by letter only) within 5 school days of notification of the outcome with a request for the matter to be dealt with at Stage 4.

14. STAGE 4: REVIEW BY THE GOVERNING BODY

14.3 The Clerk to the Governors will write to the complainant with the details of the date, time and venue of the meeting of the Governor Complaints Panel. In addition, the letter will inform the complainant that they have the right to submit any further documents relevant to their complaint up to 5 school days prior to date of the hearing.

14.4 If the timescale for the hearing needs to be changed, for example to allow for the availability of certain people, then the Clerk to the Governing Body will seek to agree a new meeting date with all parties.

14.5 The Clerk to the Governing Body will ensure that the members of Governor Complaints Panel that attend the meeting will have had no prior involvement in the matter. Generally, it would not be appropriate for the headteacher to form part of the Governor Complaints Panel, although the headteacher may attend the review hearing.

14.6 The complainant is encouraged to attend the review hearing in person and to make oral representations to clarify or supplement their written appeal.

14.7 If the complainant is a parent or carer, it is for the complainant to decide whether their child should attend the hearing if the complaint relates to them in some way. Parents and carers are encouraged to consider the impact of their child's attendance on their emotional health and wellbeing and with due regard for the missional rights of the child (set out in section 5 of this policy).

Representation at the review hearing

14.8 A friend, relative or interpreter who can speak on their behalf may accompany the complainant. In all circumstances where the complainant intends to bring someone else to the review hearing, they should formally advise the Clerk to the Governing Body at least 5 school days prior to the hearing of the name of the other person attending and the capacity in which they are attending.

Documentation provided in advance of the review hearing

14.9 The Clerk to the Governing Body will ensure that the relevant correspondence and documentation is provided to the members of the Governor Complaints Panel, the complainant and headteacher at least 3 school days prior to the review hearing. This information will include the grounds

14.11 Where a complainant and/or the person accompanying the complainant fails to attend on two occasions, the Governing Body will consider the review in the absence of the complainant or the person accompanying the complainant.

Procedure at the review hearing

14.12 The Chair of the Governing Body will ensure that the stages of the review hearing take the following order:

- a. The complainant or person accompanying the complainant may outline the complaint and any documentary evidence and/or call witness(es) as appropriate.
- b. The headteacher or person accompanying the headteacher may ask questions of the complainant or person accompanying the complainant or of any witness(es) called by them.
- c. The headteacher or person accompanying the headteacher will respond to the complaint, present the documentary evidence and/or call witness(es).
- d. The complainant or person accompanying the complainant may ask questions of the headteacher or person accompanying the headteacher or of any witness called by them.
- e. Both parties shall be given the opportunity to sum up if they wish. Neither party may introduce any new matter or issue which has not been raised before.

Governors may ask questions at the review hearing

14.13 The members of the Governing Body at the review hearing may ask questions at any time if they require clarification of what is being said or if they need information in order to reach a decision.

14.14 At the conclusion of the meeting, the Chair of the Governing Body should explain that the Governing Body will consider its decision and will aim to write to both parties with the outcome within 10 school days.

14.15 The complainant, headteacher, representatives and any witnesses should then withdraw and the Governing Body should consider its decision.

Decision

14.16 The Gover

14.18 The decision of the Governor Complaints Panel is final and will be communicated in writing to the complainant and any person against whom the complaint is made, usually within 10 school days of the review hearing.

15. SPECIAL CIRCUMSTANCES

15.1 Special circumstances may occur, such as complaints against:

- a. A governor or group of governors, meaning the concern or complaint will be referred to the Chair of Governors who may nominate another governor who will undertake the investigation.
- b. The Chair of Governors or headteacher, meaning the Vice Chair of Governors will be informed and will decide whether the complaint needs to be investigated. If it is decided that the matter should be investigated, the Vice Chair may delegate the matter to another governor and Stage 3 of the procedure onwards will be followed.
- c. The Chair of Governors and/or Vice Chair of Governors, meaning the complaint will be referred to the Clerk to the Governing Body who will inform the governors' sub-committee. The Clerk to the Governing Body will notify the complainant of the procedure that will be followed.
- d. The whole Governing Body, meaning the complaint will be referred to the Clerk to the Governing Body who will inform the Chair of Governors, the headteacher, the local authority and where appropriate the diocesan authority. The local and diocesan authorities will usually agree arrangements with the governing body

STATUS: LIVE

LAST REVIEWED: AUTUMN 2025

APPENDIX 1: SUBMITTING A COMPLAINT FOR FORMAL INVESTIGATION

The person completing this form.	
Surname	
Forename	
Title	
Address	
Contact telephone number	
Email	
How would you prefer to be contacted?	

If you are making a complaint on behalf of someone else, what are their details?	
Surname	
Forename	
Title	
What is your relationship to them?	
Why are you making a complaint on their behalf?	

Your complaint.	
What do you think the school or individual(s) did wrong or did not do?	

How have you been affected?	
When did you first become aware of the problem?	
What do you think should be done to put matters right?	
What did not happen at the informal stage of your complaint to resolve the matter for you?	

Signature.	
Signature of complainant	
Date	

Note: If you are completing this form on behalf of someone else, it is essential that they sign and date above.

Please send this form, and any relevant documents to support your complaint, to:

**The Headteacher
St Teilo's Church in Wales High School
Circle Way East
Cardiff
CF23 9PD**

Official use.	
Date received	