COMPLAINTS POLICY

Date of revised policy approval	October 2025
Next review date	October 2027
Distribution to	Website
Owner of policy	Headteacher
Approved by	Staffing Governors' committee and Full Governing Body Committee
Reviewed and prepared by	Director of HR and Support Staff
Location of policy	HR Toolkit and website

OUR MISSION STATEMENT

I am the Way

The Truth

And

The Life

(John 14:6)

At Loreto Grammar School Altrincham, students, staff, parents and Governors form a Catholic community. We aspire to create a caring, structured environment in which teaching and learning and the experience of school

- are characterised by joyful and loving service to others
- challenge each of us to realise our full potential in a spirit of joy and creativity
- encourage the pursuit of excellence
- uphold honesty, justice and mutual respect
- enable us to be questioning, independent learners and "seekers of truth"
- prepare each of us to meet with confidence the challenges of a changing world
- improve and enrich the life of the wider community and enable us to be an example of Christian values in the world as witnesses to God's Living Kingdom

Our values are centred in God, rooted in gospel values and derive from the vision of Mary Ward.

Love and speak the truth – at all times

(Mary Ward)

1 INTRODUCTION

Loreto Grammar School is committed to the highest possible standards. This policy is rooted in our School mission statement and the core Loreto values of justice, sincerity, truth, freedom, joy, internationality and excellence.

i. The aim of this policy is to resolve complaints or concerns about Loreto Grammar School (the "Academy") or any individual connected with the School, in a fair, thorough and transparent way. The School takes complaints seriously and views them as a chance to learn and improve for the future.

ii. Anyone can make a complaint, but a different process applies depending on whether the person raising the complaint is a parent /carer[1] of a current pupil at the Academy. Please refer to Part A below if you are a parent of a current pupil, otherwise please see Part B.

iii. Please note that complaints about matters where an alternative complaints / appeal process exists will not be generally dealt with under this policy. These are set out below in Part C.

iv. Requests for reasonable adjustments to the process set out below will be considered to ensure that complainants can access and complete the process.

v. The complaint procedures set out in this policy do not apply to and are not intended for use by pupils.

2 PART A – COMPLAINTS POLICY FOR PARENTS / CARERS OF CURRENT PUPILS [2]

Stage 1 – Informal Resolution

i. Any matter of concern or complaint should be raised, and attempted to be resolved, on an informal basis. Generally, it is expected that where the matter relates to a pupil it will have been raised for example with the pupil's form tutor, head of year, head of department or classroom teacher, before a request is made to deal with it under the formal stages of this policy.

ii. The concern or complaint should be raised with the Academy within 3 months of the incident or, where a series of associated incidents have occurred, within 3 months of the last of these incidents. Complaints made outside of this time frame may not be considered unless exceptional circumstances apply.

iii. The Academy will seek to resolve matters at the informal stage within 15 school days[2] of the issue being raised by the parent.

iv. Where the matter is not resolved at the informal stage, it may be elevated to the formal stage as set out below.

Stage 2 – Formal Resolution : Investigation by a Nominated Individual

i. Stage 2 complaints must be set out in writing, using the form available at Appendix 1, within 10 school days of the Stage 1 response and addressed to the Headteacher of the Academy (unless the complaint relates to the Headteacher in which case please refer to the section headed 'Complaints against specific role-holders' below). The complaint should set out briefly the grounds of the complaint, stating what it is that the parent considers should have been done or where the Academy has not met reasonable expectations and confirming the outcome sought.

ii. An investigation will be carried out by a nominated individual identified by the Headteacher / Chair of Governors' as appropriate, who will acknowledge the complaint within 5 school days and may offer the parent a meeting. The investigator will speak to others involved. Whenever reasonably possible, any meeting with the parent will take place within 15 school days of the written complaint being received.

iii. The investigator will put her/his findings in writing and will indicate what, if any, steps should be taken to resolve the matter. Whenever reasonably possible, this will be done within 15 school days of any meeting with the parent; if no meeting is arranged it will be within 25 school days of the written complaint being received.

iv. Where the parent remains dissatisfied, he or she may request the complaint is escalated to Stage 3.

Stage 3 – Formal Resolution: Complaints Panel Meeting

i. Stage 3 complaints must be set out in writing, stating where the parent remains dissatisfied and the outcome sought, and lodged with the Clerk to the Governors within 10 school days of the Stage 2 response.

ii. The Clerk to the Governors will acknowledge the Stage 3 complaint within 5 school days and will convene a Complaints Panel.

iii. The Complaints Panel must comprise at least three people, which will include one person who is independent of the management and running of the Academy.

iv. The Complaints Panel may include, but is not limited to, one or more persons from the following categories:

a. A member of the Governing Body/Trustee of the Trust
b. A member of a Governing Body of another Academy
c. A Trustee of another Academy Trust
d. A person not connected with the Academy or Trust

v. None of the members of the Complaints Panel will have been directly involved in the matters detailed in the complaint.

vi. The Clerk will invite the Academy to put in writing its response to the Stage 3 complaint within 15 school days of receiving the request. Whether or not the Academy has responded the Clerk will convene a meeting of the Complaints Panel. That meeting will be held on Academy premises as quickly as practicable given the need to find a date that is reasonably convenient for the parent, the

Academy and the members of the Complaints Panel. Whenever possible, the meeting will be held within 15 school days of the end of the Academy's response time. The meeting date, time and location will be confirmed to all parties at least 10 school days in advance.

vii. The meeting is not a court case, it will be held in private, and will be as informal as circumstances allow. For this reason, electronic recordings of meetings or conversations are not permitted unless a parent's disability or special needs require it. Prior knowledge and consent of all parties attending must be sought before the recording of the meeting takes place. Consent will be recorded in any minutes taken. The parent will have the opportunity to put her/his reasons for dissatisfaction and to enlarge on them but may not introduce reasons that were not previously put in writing. The Complaints Panel will not normally accept, as evidence, recordings of conversations that were obtained covertly and without the informed consent of all parties being recorded. The parent and the Academy will have the opportunity to put forward their respective version and views of events and each side, and the Complaints Panel members will be able to ask questions. The parent will have the opportunity to make final comments to the Complaints Panel.

viii. The Complaints Panel may make findings and recommendations and a copy of those findings and recommendations will be:

a. sent by electronic mail or otherwise provided in writing to the parent and, where relevant, the Academy or person complained about; and

b. available for inspection on the Academy premises by the School and the Headteacher.

ix. The Complaints Panel will formulate its response as quickly as reasonably possible, aiming to do so within 10 school days, and the Clerk will notify all concerned.

x. At any meeting, the parent will be entitled to bring a companion along to provide support. Legal representation will only be permitted in exceptional circumstances.

xi. If the parent fails to attend the Complaints Panel Meeting on the day without compelling reasons, the Complaints Panel will still proceed in their absence and the process will continue to its conclusion. Any further attempt to re-open the matter will be considered as falling under the "Serial or persistent complainants" section as set below.

Department for Education

Once the complaints process is concluded (or a complaint has been terminated due to undue delay or failure to lodge a request for a Stage 3 Complaints Panel Meeting within the time stated in the policy) the matter is closed. If the Complainant is still not satisfied then they may contact the Department for Education (DfE). There is an online procedure at:

https://www.gov.uk/complain-to-dfe

or the Complainant may write to the DfE at:

The School Complaints Unit (SCU)
Department for Education
2nd Floor, Piccadilly Gate
Manchester M1 2WD

Complaints against specific role-holders

i. Complaints against the Headteacher.

Any complaint relating to the Headteacher of the Academy must be raised in the first instance with the Chair of Governors by writing to the Clerk to the Board of Governors. If an informal resolution cannot be reached, the Chair of Governors will designate a Governor or an independent investigator to investigate the complaint as per Stage 2.

ii. Complaints against individual Governors/ the Board of Governors

If the complaint is against a Governor, then it should be raised with the Chair of Governors by writing to the Clerk to the Board of Governors. In the case of a complaint against the either Chair or the Board of Governors as a whole, then it should be put in writing to the Clerk to the Board of Governors who will refer it to the Members.

In such cases the Chair of Governors / the Members will investigate the complaint or appoint an appropriate person to do so in the same way as in the first stage of the formal process at Stage 2.

Where the complaint moves to Stage 3, the Chair of Trustees/the Members (as applicable) will determine how the Complaint Panel is to be constituted but will ensure that at least one person is independent of the management and running of the Academy.

3 PART B – COMPLAINTS RAISED BY THOSE WHO ARE NOT PARENTS/CARERS OF CURRENT PUPILS

Complaints made by those who are not parents of current pupils, which includes complaints made by parents of former pupils after they have left the Academy, will be dealt with as follows:

i Complainants should first attempt to address their complaint to the Academy informally by raising the matter with a relevant member of Academy staff or the Chair of Governors, within 3 months of the incident or, where a series of associated incidents have occurred, within 3 months of the last of these incidents. The Academy (depending on the nature of the complaint) will seek to resolve the matter informally within 15 school days.

ii If it is not possible to resolve the matter informally, the complaint may be submitted in writing, using the form available at Appendix 1, to the Headteacher, or where the complaint relates to the Headteacher, to the Chair of Governors.

iii. The complaint will be acknowledged within 5 school days and a final written response will be issued within 15 school days.

iv. The general provisions set out below in Part C below apply.

4 PART C – GENERAL PROVISIONS

Complaints that will not be considered under this policy:

Usually, complaints relating to the matters set out in the table below will not be considered under this policy as they have their own appeal or complaint processes. Where necessary the School will exercise its discretion.

Complaints may be raised under this policy about staff conduct, however, any action taken under the School's internal disciplinary procedures is confidential and Complainants will not be provided with information about this.

Matter	Route for raising concern / complaining
Admissions	Admissions Appeal – see Admissions Policy and Statutory Admissions Appeal Code, or complaint to DfE
Exclusions	Statutory review process
Statutory SEN assessments	SEND Tribunal (and see SEN Code of Practice)
Matters likely to require child protection investigation	Raise with Designated Safeguarding Lead or a direct referral can be made to Trafford's First Response or the Multi-Agency Safeguarding Hub (MASH) and/or Local Authority Designated Officer (LADO) – see Child Protection & Safeguarding Policy.
Data protection / FOIA	Raise with Data Protection Officer (DPO) at dpo@loretogrammar.co.uk in the first instance – see Data Protection Policy including Freedom of Information Policy, Subject Access Request procedures, Privacy Notice for Pupils and Privacy Notice for Parents & Carers. Complaints may also be raised with the Information Commissioner's Office but we ask that you try to resolve these via the DPO first.
Staff Grievances and Disciplinary matters[3]	Staff Grievance & Disciplinary Policy
Whistleblowing	Whistleblowing Policy
Third party contractors/suppliers	Third party complaints process

Complaints received outside of term time

The Academy will consider complaints made outside of term time to have been received on the first school day after the holiday period.

Withdrawal of a Complaint

If a Complainant wants to withdraw their complaint, they will be asked to confirm the withdrawal in writing.

Record keeping and confidentiality

A written record will be kept of all complaints that reach the formal stage, whether they are resolved following Stage 2, or proceed to a panel hearing (Stage 3) and any action taken by the school as a result (regardless of whether they are upheld). Complaint records will be maintained securely and in line with the Data protection and retention policies by the Headteacher's PA. Correspondence, statements and records relating to individual complaints will be kept confidential except where the Secretary of State or a body conducting an inspection requests access to them.

The Complainant should also keep all correspondence, statements and records relating to their complaint confidential, and should not disclose (by way of electronic communication, social media or otherwise) any information or documents relating to their complaint.

Anonymous complaints

Where an anonymous complaint is received, the Academy will use its reasonable endeavours to consider the complaint as best as it reasonably can. However, the Academy will not be required to consider the complaint pursuant to any specific process and will handle anonymous complaints on a case by case basis.

Complaint Campaigns

Where the Academy receives a number of complaints all based on the same subject which in its reasonable opinion may be deemed a 'complaint campaign' it will deal with the complaints in the following way: individual responses will not be sent to complainants in such cases. Instead, either a template response will be sent to all complainants, or a single response will be published on the Academy's website at the discretion of the Headteacher / Chair of Governors.

Where the complaint campaign involves complainants who are parents, they will be entitled to escalate the complaint to a panel hearing if they are dissatisfied with the Academy's response. The Academy will consider how best to manage panel hearings in such circumstances.

Serial or persistent complainants

If at any level a Complainant or connected party attempts to reopen an issue or a closely related issue that has already been dealt with under this complaints policy, the Chair of Governors may write to the Complainant to inform him/her that the policy has been exhausted and the matter closed, that continued correspondence on the same matter is vexatious and that the Academy will not respond to any further correspondence on this issue or a closely related issue.

Vexatious complaints

Complaints with the following characteristics may be deemed to be vexatious:

- obsessive, persistent, harassing, prolific, repetitious;
- insistence upon pursuing unmeritorious complaints and/or unrealistic outcomes beyond all reason;
- insistence upon pursuing meritorious complaints in an unreasonable manner;
- complaints which are designed to cause disruption or annoyance;
- demands for redress that lack any serious purpose or value.

In such cases, the Chair of Governors may write to the Complainant to inform him/her that the complaint is deemed to be vexatious and that the Academy will not respond to any further correspondence on this issue or a closely related issue.

Legal proceedings

If a complainant threatens or commences legal action against Loreto Grammar School (including the issuing of a letter before claim) in relation to their complaint, we will consider whether to suspend the complaints policy in relation to their complaint until those legal proceedings have concluded.

[1] References to 'parents' in this policy include carers

[2] Where the complaints process has been started (but not completed) whilst parents/carers have children at the Academy, but the children have since left, the procedure for current parents should continue to be used.

[3] School days in this policy refers to days when the Academy is open to pupils for teaching, and does not include INSET days.

[4] Note that where complaints relate to staff conduct, these may be dealt with under both this Complaints Policy and the Staff Grievance & Disciplinary Policy. In such circumstances Complainants will not be informed of the outcome of any staff disciplinary investigation or processes.

APPENDIX 1 – LORETO GRAMMAR SCHOOL COMPLAINTS FORM

This form should be used to raise a formal complaint only after a matter has been raised informally under either Part A or Part B of the Complaints Policy and you are not satisfied with the response. Please refer to the Complaints Policy when completing this form.

Your details	
Name	
Email	
Address	
Name of pupil, year group and your relationship to them *(if applicable)*	
Complaint details	
Grounds of complaint	

What steps have been taken to resolve the complaint informally *(including details of who the matter was raised with, when and what solution was offered)*	
Why have the steps taken so far failed to resolve the complaint? *(including what you consider should have been done / where the Academy has not met reasonable expectations in its response)*	
Outcome sought.	
What action would you like taken to resolve the matter?	

Signed .....

Date .....

Please send completed forms to: info@loretogrammar.co.uk or hand in to the school office in a sealed envelope marked for the attention of the relevant addressee (*please refer to the Complaints Policy and in particular paragraph [6], complaints about specific role-holders, for further information).*