



Complaints Policy

Date adopted: September 2011, Adopted from BCC Model Policy

History of most recent policy reviews

Date (every 3 years)	Review	Who is Responsible?
September 2014	Review by Standards Committee	Standards Committee
February 2016	Reviewed as outlined by Stage 3 panel and new DfE Complaints Toolkit	Standards Committee
November 2016	No changes made	Standards Committee
November 2019	Changes made (1.2, Appendix A & G) to reflect school leadership structure and reference to CPOMS for storing complaints.	Standards Committee
May 2021	Review by standards committee	Standards Committee

Introduction

Complaints and Concerns

A concern may be defined as ‘an expression of worry or doubt over an issue considered to be important for which reassurances are sought’. A complaint may be defined as ‘an expression of dissatisfaction however made about actions taken or a lack of action’. If you have a concern or complaint we would like you to tell us about it. We welcome suggestions for improving our work in school. Be assured that no matter what you are wanting to tell us, our support and respect for you and your child in school will not be affected in any way. Please tell us of your concern.

It is in everyone’s interest that complaints are resolved at the earliest possible stage. Many issues can be resolved informally, without the need to invoke formal procedures. At Air Balloon we will take informal concerns seriously and make every effort to resolve the matter as quickly as possible. We will ask complainants at an early stage what they think would resolve the issue.

There are occasions when complainants would like to raise their concerns formally. In these cases Air Balloon’s formal procedure will be invoked through the stages outlined within our procedure.

Who can make a complaint?

Any person, including members of the general public, may make a complaint about any provision of facilities or services that a school provides, except where there are separate (statutory) procedures (please see appendix H)

If you are a member of staff at ABHPS and wish to make a complaint about another member of staff please use the Allegations Against Staff Policy.

We anticipate that almost all complaints that arise will be resolved at Stage 1 below, and that Stages 2, 3 and 4 will only need to be followed on very rare occasions.

What if the complaint is regarding a child with a medical condition?

Air Balloon Hill Primary School wishes to ensure that children with medical conditions receive appropriate care and support at school. This school aims to provide all children with all medical conditions the same opportunities as others at school. If you have a complaint regarding the provision for a child who has a medical condition, please follow the process on page 3.

Timelines

Air Balloon Hill Primary School expect complaints to be made as soon as possible after an incident arises and would expect this to be made within three months after the incident. The school will consider exceptions to this but will not normally listen to complaints more than 12 months after the event.

PART 1: Complaints Procedure

Stage 1: The first contact

Anyone who has a concern or complaint may approach any member of the school staff who will direct them to the appropriate person to hear the concern or complaint. A complaint may be made in person, by telephone, email or in writing.

- 1.2. A clear note of the date, name and contact address or phone number will be made by the person to whom the complaint is referred. Brief notes of meetings and telephone calls will be logged on CPOMS. The referee may wish to use Appendix C – Complaints Record Form – to keep their notes. This will be done at the earliest instance and no longer than 24hrs after the first contact. A copy of any written response will be added to the record. Where there are communication difficulties, the school may wish to use recording devices to ensure that the complainant is able to access and review the discussions at a later point.
- 1.3. All members of staff will know how to refer, if necessary, to the person with responsibility for the particular issue raised by the parent. They will check later to make sure the referral has been dealt with
- 1.4. If the matter is brought to the attention of the Headteacher they may decide to deal with concerns directly at this stage; if the complaint is against the Headteacher the parent will be advised to contact the chair of the governing body.
- 1.5. The member of staff dealing with the concern will make sure the parent is clear what action (if any) or monitoring of the situation has been agreed, putting it in writing if appropriate.
- 1.6. Where no satisfactory solution has been found within ten days, parents will be advised that if they wish their concern to be considered further they should write to the Headteacher.

Stage 2: Referral to the Headteacher for investigation

- 2.1 The Headteacher (or designated person) will acknowledge the complaint in writing within three school days of receiving the written complaint. The acknowledgement will give a brief explanation of the school's complaints procedure and a target date for providing a response to the complaint. This should normally be within fifteen school days (i.e. excluding weekends and school holidays). If this proves impossible, a letter will be sent explaining the reason for the delay and giving a revised target date.
- 2.2 The Headteacher (or designated person) will provide an opportunity for the complainant to meet them to supplement any information provided previously. It will be made clear to the complainant that if they wish, they might be accompanied

to any meeting by a friend, relative, representative or advocate who can speak on their behalf.

- 2.3 If necessary the Headteacher (or designated person) will interview witnesses and take statements from those involved. If the complaint centres on a pupil, the pupil should also be interviewed.
- 2.4 The Headteacher (or designated person) will keep written records of meetings, telephone conversations and other documentation.
- 2.5 Once all the relevant facts have been established as far as possible, the Headteacher (or designated person) will then produce a written response to the complainant, including a full explanation of the decision and the reasons for it. Where appropriate, this will include what action the school will take to resolve the complaint. The complainant will be advised that should they wish to take the complaint further they should notify the chair of governors within four weeks of the date of the letter.
- 2.6 If, in the course of an investigation, a fault is identified, the Headteacher (or designated person) should take immediate action to put matters right so that any potential injustice does not continue or risk happening to somebody else.

What if the complaint is about the headteacher?

If the complaint is against the Headteacher, or if the Headteacher has been closely involved at Stage 1, the chair of the governing body will carry out all the Stage 2 procedures.

What if the complaint is about a governor?

Complaints against the Chair of Governors or any individual governor should be made in writing to the Clerk to the Governing Body.

What if the complaint is regarding a child with medical condition?

Should parents and pupils be dissatisfied with the support provided they should discuss these concerns with a member of staff in line with the school's Complaints Policy.

Stage 3: Review by the Governing Body

- 3.1 Details of complaints should not be shared with the whole governing body in case of need for a stage 3 or appeal panel, this ensures all governors remain impartial and unbiased.
- 3.2 The clerk to the governing body will write to the complainant to acknowledge receipt of the written request for the governing body to review the complaint. The

acknowledgement will inform the complainant that three members of the school's governing body will hear the complaint within twenty school days (i.e. excluding weekends and school holidays) of receiving the complaint. Complainants have a right to request an independent panel if they believe there is likely to be bias in the proceedings. The school will consider this request but the final decision will be made by the governors.

The letter will also explain that the complainant has the right to submit any further documents relevant to the complaint. These must be received at least five school days prior to the hearing in order for the documents to be sent to the three members.

- 3.2 A meeting of the Governors' Complaints Panel will be convened by the chair of governors, unless the complaint is about the chair of governors, and a clerk to the panel will be appointed.

The Complaints Panel can be drawn from the whole governing body. Governors with prior involvement must not be included on the panel. If they have not previously been involved the chair of governors can chair the panel. However this does not need to be the case. It is up to the Complaints Panel to decide who should be its chair. When deciding on the make up of the panel, the school will bear in mind the advantages of including a parent governor and if possible having a balance of race and gender. It is not appropriate for the Headteacher to sit on the panel. Careful consideration will need to be given whether it is appropriate for staff governors to be appointed as panel members; in many instances this may lead to a conflict of interest.

- 3.3 The Chair of the Complaints Panel will ensure the panel hears the complaint within twenty school days (i.e. excluding weekends and school holidays) of receiving the letter. All relevant correspondence relating to the complaint will be given to each panel member as soon as the composition of the panel is confirmed. If the correspondence is extensive, the Chair may prepare a thorough summary for sending to panel members.

- 3.4 The Clerk will write and inform the complainant, Headteacher (or designated person), any relevant witnesses and members of the Panel at least five working days in advance of the date, time and place of the meeting. The notification will also inform the complainant of their right to be accompanied to the meeting by a friend/advocate/interpreter and explain how the meeting will be conducted.

- 3.5 The Headteacher (or designated person) will be invited to attend the panel meeting and will be asked to prepare a written report for the panel in response to the complaint. All concerned, including the complainant, should receive any relevant documents including the Headteacher's (or designated person's) report, at least five school days prior to the meeting. The Headteacher (or designated person) may also invite members of staff directly involved in matters raised by the complainant to respond in writing or person.

- 3.6 The meeting should allow for:

- The complainant to explain their complaint and the Headteacher (or designated

- person) to explain the school's response
- The opportunity for both parties to ask questions of each other about the complaint.
- Panel members to have an opportunity to question both the complainant and the Headteacher (or designated person)
- Any party to have the right to call witnesses (subject to approval of the Chair) and all parties having the right to question all the witnesses
- Final statements by both the complainant and the Headteacher (or designated person).

It is the responsibility of the Clerk of the panel to ensure that sufficient notes are taken to record an accurate reflection of the points considered and any decisions taken or actions agreed. The notes do not need to be verbatim but should be sufficient to remind the panel of the evidence that has been presented and the reason for the decision.

3.7 The Chair of the Panel will explain to the complainant and Headteacher (or designated person) that the panel will consider its decision and that a written decision will be sent to both parties within five school days. The complainant, Headteacher (or designated person), other members of staff and witnesses will then leave.

3.8.1 The panel will then consider the complaint and all the evidence presented and

- Reach a majority decision on the complaint;
- Decide upon the appropriate action to be taken to resolve the complaint; and, where appropriate, suggest recommended changes to the school's systems or procedures to ensure that problems of a similar nature do not happen again.

3.9 A written statement outlining the decision of the panel must be sent to the complainant and Headteacher (or designated person). The letter to the complainant should also explain how a further appeal can be made (See **Stage 4**).

3.10 The school should ensure that a copy of all correspondence and notes are kept on file in the school's records. These records should be kept separately from the pupil's personal records.

Stage 4: Review of the Governing Body Complaints Panel Decision

4.1 If a complaint has completed the local procedures and the complainant remains dissatisfied, they have the right to refer their complaint to the Secretary of State. The Secretary of State has a duty to consider all complaints raised but will only intervene where the governing body has acted unlawfully or unreasonably and where it is expedient or practical to do so.

Further information can be obtained from the SCU by calling the National Helpline on 0370 000 2288 or going online at: www.education.gov.uk/help/contactus or by writing to:

Department for Education School Complaints Unit 2nd Floor,

Piccadilly Gate Store Street
Manchester
M1 2WD

Part 2: Serial and Persistent Complainants

We are fully committed to dealing with all complaints fairly and impartially, in a friendly, respectful and professional way.

We are sure that all parties will understand the need to behave in a similar way as it is in everyone's best interest to help ensure the matter can be resolved as quickly and informally as possible. We expect all people involved in the complaint, including the complainant to behave in a similar way, as this is in everyone's best interest and would help to ensure that the matter can be resolved as quickly and informally as possible.

The school does not expect its staff or governors to tolerate behaviour by complainants which is unacceptable, for example, which is abusive, offensive or threatening, and will take action to protect staff and governors from any such behaviour if it occurs. Also, there may be complainants who, because of the frequency of their contact with the school, hinder our consideration of their, or other people's, complaints and potentially the running of the school.

We anticipate that such behaviour will be a very rare occurrence, but if we consider a complainant's behaviour is unacceptable or unreasonably persistent, we will tell them why and ask them to change it. If the behaviour continues, we may take action to restrict the complainant's contact with the school.

The decision to restrict access to the school will be taken by the headteacher and chair of governors. Any restrictions imposed will be appropriate and proportionate. They may include:

- requesting contact in a particular form (for example, letters only);
- requiring contact to take place with a named member of staff or governor;
- restricting telephone calls to specified days and times; and/or
- asking the complainant to enter into an agreement about their conduct.

In all cases we will write to tell the complainant why we believe his or her behaviour is unacceptable or unreasonably persistent, what action we are taking and the duration of that action. We will also tell them how they can challenge the decision if they disagree with it.

Where a complainant continues to behave in a way which is unacceptable or unreasonably persistent, we may decide to terminate contact with that complainant and discontinue any investigation into their complaint. If we decide to carry on treating someone as an unreasonably persistent complainant and we are still investigating their complaint six months later, we will carry out a review and decide if restrictions will continue.

Where the behaviour is so extreme that it threatens the immediate safety and welfare of the school's staff or governors, we will consider other options, for example reporting the matter to the Local authority, the police or taking legal action. In such cases, we may not give the complainant prior warning of that action.

Where a complainant whose case is closed persists in communicating with us about it, we may decide to terminate contact with that complainant. In such cases, we will read all

correspondence from that complainant, but unless there is fresh evidence which affects our decision on the complaint we will simply acknowledge it or place it on the file with no acknowledgement.

New complaints from people who have come under the unreasonably persistent complainants policy will be treated on their merits.

Barring from the School Premises

Although fulfilling a public function, schools are private places. The public has no automatic right of entry. Schools will therefore act to ensure they remain a safe place for pupils, staff and other members of their community.

If a parent or complainant's behaviour is a cause for concern, a school can ask them to leave school premises. In serious cases, the headteacher or the local authority can notify them in writing that their implied licence to be on school premises has been temporarily revoked subject to any representations that the parent may wish to make.

The decision to bar will be reviewed, taking into account any representations made by the parent, and either confirmed or lifted. If the decision is confirmed the parent will be notified in writing, explaining how long the bar will be in place.

Anyone wishing to complain about being barred can do so, by letter or email, to the Headteacher or Chair of Governors.

However, complaints about barring cannot be escalated to the Department for Education. Once the school's own complaints procedure has been completed, the only remaining avenue of appeal is through the Courts; independent legal advice must therefore be sought.

Appendix A

Information for parents- Raising a concern or complaint



If you have a concern or complaint

We would like you to tell us about it. We welcome suggestions for improving our work in school. Be assured that no matter what you are wanting to tell us, our support and respect for you and your child in school will not be affected in any way. Please tell us of your concern as soon as possible, in best cases within 3 months and definitely within 12 months of the matter occurring. It is difficult for us to investigate properly an incident or problem that happened some time ago.

What to do first – stage one

Most concerns and complaints can be sorted out quickly by speaking with your child's class teacher. You can also speak to the designated Achievement or Pastoral leader for your child's year group. They will work with you, and the class teacher, to address any concern that you may have.

If you have a complaint that you feel should be looked at by a senior leader including the Headteacher in the first instance, you can contact them straight away if you prefer. It is usually best to discuss the problem face to face. You may need an appointment to do this, and can make one by ringing or calling into the school office. You may also make a complaint in writing, by email or on the telephone. You can take a friend or relative to the appointment with you if you would like to.

All staff will make every effort to resolve your problem informally. This may mean that they refer your concern or complaint to another member of staff. Staff will make sure that they understand what you feel went wrong, and they will explain what they plan to do to address your concern. They will ask what you would like the school to do to put things right. Of course, this does not mean that in every case they will come round to your point of view but it will help both you and the school to understand both sides of the issue. It may also help to prevent a similar problem arising again.

What to do next – stage two

If you are not satisfied with the initial response to your questions or concerns, you can make a formal complaint to the Headteacher. This should be made in writing.

The Headteacher will arrange to meet you to discuss the problem. Again, you may take a friend or someone else with you if you wish. The Headteacher will conduct a full investigation of the complaint and may interview any members of staff or pupils involved. You will receive a written response to your complaint.

If your complaint is about an action of the Headteacher personally, then you should refer it to the Chair of Governors immediately. You can contact them via the school office, or by emailing the clerk to the governors at clerk@abhps.com

You may also find it helpful at this stage to have a copy of the full statement of the School Complaints Procedures as this explains in detail what procedures are followed. This is available from the school office.

If you are still unhappy – stage three

The problem will normally be solved before it reaches this stage. However, if you are still not satisfied you may wish to contact the Chair of the Governing Body to ask for a referral of your complaint to a Governors' Complaints Panel. It will then be heard by a group of three governors who have no previous knowledge of the problem and so will be given a fresh assessment. You will be invited to attend and speak to the panel at a meeting that the Headteacher will also attend. The School Complaints Procedures explains how these meetings operate.

Further Action – stage four

Complaints about school problems are almost always settled within schools but in exceptional cases it may be possible to refer the problem to an outside body such as the Secretary of State.

Appendix B

How to Listen to Complaints

When you realise that you are listening to a complaint, try to remember these points:

Don't pass the person on unless you have to	<i>Try not to keep transferring an angry person from one place/person to another. Make sure you know the contact person for anything you cannot deal with yourself.</i>
Don't be flippant	<i>First impressions count. You and the school may be judged on your immediate reaction.</i>
Treat all complaints seriously	<i>However small or trivial it may seem to you, the complaint will be an important problem for anyone who takes the trouble to complain.</i>
Treat every complaint individually	<i>Even if you have already received several similar complaints the same day, it is probably the person's first chance to have their say.</i>
Be courteous and patient	<i>Be sympathetic and helpful, but do not blame other colleagues.</i>
Say who you are	<i>If you are unknown to the other person, introduce yourself.</i>
Ask for their name and use it	<i>Anonymous complaints are acceptable only where there are special circumstances.</i>
Take time to find out exactly what the problem is	<i>It is easy for someone to forget to tell you an important detail, particularly if they are upset or annoyed.</i>
Don't take the complaint personally	<i>To an angry or upset person, YOU are the school, and the only one they can put their feelings to right now.</i>
Stay cool and calm	<i>Do not argue with the person - be polite and try to find out exactly what the person thinks is going wrong, or has gone wrong.</i>
Check you are being understood	<i>Make sure that the person understands what you are saying. Don't use jargon - it can cause confusion and annoyance to someone 'not in the know'.</i>
Don't rush	<i>Take your time. Let people have their say, and let off steam if they need to. Listen carefully and sympathetically to their problems before replying and attempting to find a solution or offer a next step.</i>

Appendix C

Complaints record form

<p>This record form should be used to collate details of a complaint or as a prompt during any meeting with the complainant.</p>	
Complainants Name	
Pupil's Name	
Relationship to the Pupil	
Address	
Daytime/ Evening Tel Number	
Outline details of the complaint:	
<p>What actions, if any, have already been taken to try and resolve the complaint (e.g. Who did the complainant speak to and what was the response)?</p>	
<p>What actions does the complainant wish to see that might resolve the problem?</p>	
<p>Has the complainant provided any paperwork? List documents here and keep copies with this note.</p>	
Date acknowledgement sent	By Whom
Complaint referred to:	Date:

Appendix D

Governing body complaints panel; roles and responsibilities

The clerk to the governors is the contact point for the complainant and is required to:

- set the date, time and venue of the meeting, ensuring that the dates are convenient to all parties and that the venue and proceedings are accessible;
- collate any written material and send it to the parties in advance of the meeting;
- meet and welcome the parties as they arrive at the meeting;
- record the proceedings;
- advise the panel on procedural issues only;
- notify all parties of the panel's decision.

The **chair of the governing body** or the nominated governor needs to check that the procedure has been correctly applied and, if a meeting is appropriate, liaise with the clerk to arrange the panel.

The **Chair of the panel** needs to ensure that:

- the remit of the panel is explained to the parties and each party has the opportunity of putting their case without undue interruption;
- the issues are addressed;
- key findings of fact are made;
- those attending the meeting to give evidence are put at ease;
- the meeting is conducted in a professional, but not overly formal, manner with each party treating the other with respect and courtesy;
- the panel is open minded and acting independently;
- no member of the panel has a vested interest in the outcome of the proceedings or any involvement in an earlier stage of the procedure;
- each side is given the opportunity to state their case and ask questions;
- written material is seen by all parties. If a new issue arises it would be useful to give all parties the opportunity to consider and comment on it.

Checklist for a panel meeting

The panel needs to take the following points into account:

- The meeting should be professional, but not overly formal.
- Witnesses are only required to attend for the part of the meeting in which they give their evidence.
- After introductions, the complainant is invited to explain their complaint, and be followed by their witnesses.
- The head teacher may question both the complainant and the witnesses after each has spoken.
- The head teacher is then invited to explain the school's actions and be followed by the school's witnesses.

- The complainant may question both the head teacher and the witnesses after each has spoken.
- The panel may ask questions at any point.
- The complainant is then invited to sum up their complaint.
- The head teacher is then invited to sum up the school's actions and response to the complaint.
- Both parties leave together while the panel decides on the issues.
- The chair explains that both parties will hear from the panel within a set time scale.

Notification of the panel's decision

The chair of the panel will ensure that all parties to the complaint are notified of the panel's decision, in writing, with the panel's response, within five schooldays of the panel meeting. The letter needs to explain that if the complainant is not satisfied with the outcome of the complaint, they can refer the matter to the Secretary of State if they believe that the governing body has acted unreasonably, or has failed to carry out its duties properly.

All discussions and decisions remain confidential and MUST NOT be discussed outside of the panel hearing or with anyone not involved in the process.

Appendix E

The Role of the School Complaints Unit

If a complaint has completed the local procedures and the complainant remains dissatisfied, they have the right to refer their complaint to the Secretary of State. The Secretary of State has a duty to consider all complaints raised but will only intervene where the governing body has acted unlawfully or unreasonably and where it is expedient or practical to do so.

The School Complaints Unit (SCU) considers complaints relating to LA maintained schools in England on behalf of the Secretary of State. The SCU will look at whether the complaints policy and any other relevant statutory policies were adhered to. The SCU also looks at whether statutory policies adhere to education legislation. However, the SCU will not normally re-investigate the substance of the complaint. This remains the responsibility of schools.

The SCU will not overturn a school's decision about a complaint except in exceptional circumstances where it is clear the school has acted unlawfully or unreasonably. If the SCU finds that the school has not handled a complaint in accordance with its procedure, we may request that the complaint is looked at again.

If legislative or policy breaches are found, the SCU will report them to the school and the complainant, and where necessary, ask for corrective action to be taken. The SCU normally also seeks written assurances as to future conduct. Failure to carry out remedial actions or provide written assurances could ultimately result in a formal Direction being issued by the Secretary of State in accordance with her powers under sections 496 and 497 of the Education Act 1996.

Schools may wish to contact the SCU for advice on whether they have acted reasonably; for example: in closing down a complaint from a serial complainant before the local procedure has been completed. However, the SCU will not be able to advise on how to resolve the complaint.

Further information can be obtained from the SCU by calling the National Helpline on 0370 000 2288 or going online at: www.education.gov.uk/help/contactus or by writing to:

Department for Education School Complaints Unit 2nd Floor,
Piccadilly Gate Store Street
Manchester M1 2WD 15

Appendix F – Complaint form (online version)



Complaint form

Please complete and return to the Headteacher who will acknowledge receipt and explain what action will be taken.

Your name:

Pupil's name:

Your relationship to the pupil:

Address:

Postcode:

Daytime telephone number:

Evening telephone number:

Please give details of your complaint.

What action, if any, have you already taken to try and resolve your complaint. (Who did you speak to and what was the response)?

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

Are you attaching any paperwork? If so, please give details.

Signature:

Date: DD / MM / YYYY

Official use

Date acknowledgement sent:

By whom:

Complaint referred to:

Date: DD / MM / YYYY



Appendix F – Complaint form (handwritten version)

Complaint form

Please complete and return to the Headteacher who will acknowledge receipt and explain what action will be taken.

Your name:

Pupil's name:

Your relationship to the pupil:

Address:

Postcode:

Daytime telephone number:

Evening telephone number:

Please give details of your complaint.

What action, if any, have you already taken to try and resolve your complaint.
(Who did you speak to and what was the response)?

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

Are you attaching any paperwork? If so, please give details.

Signature:

Date: **DD** / **MM** / **YYYY**

Official use

Date acknowledgement sent:

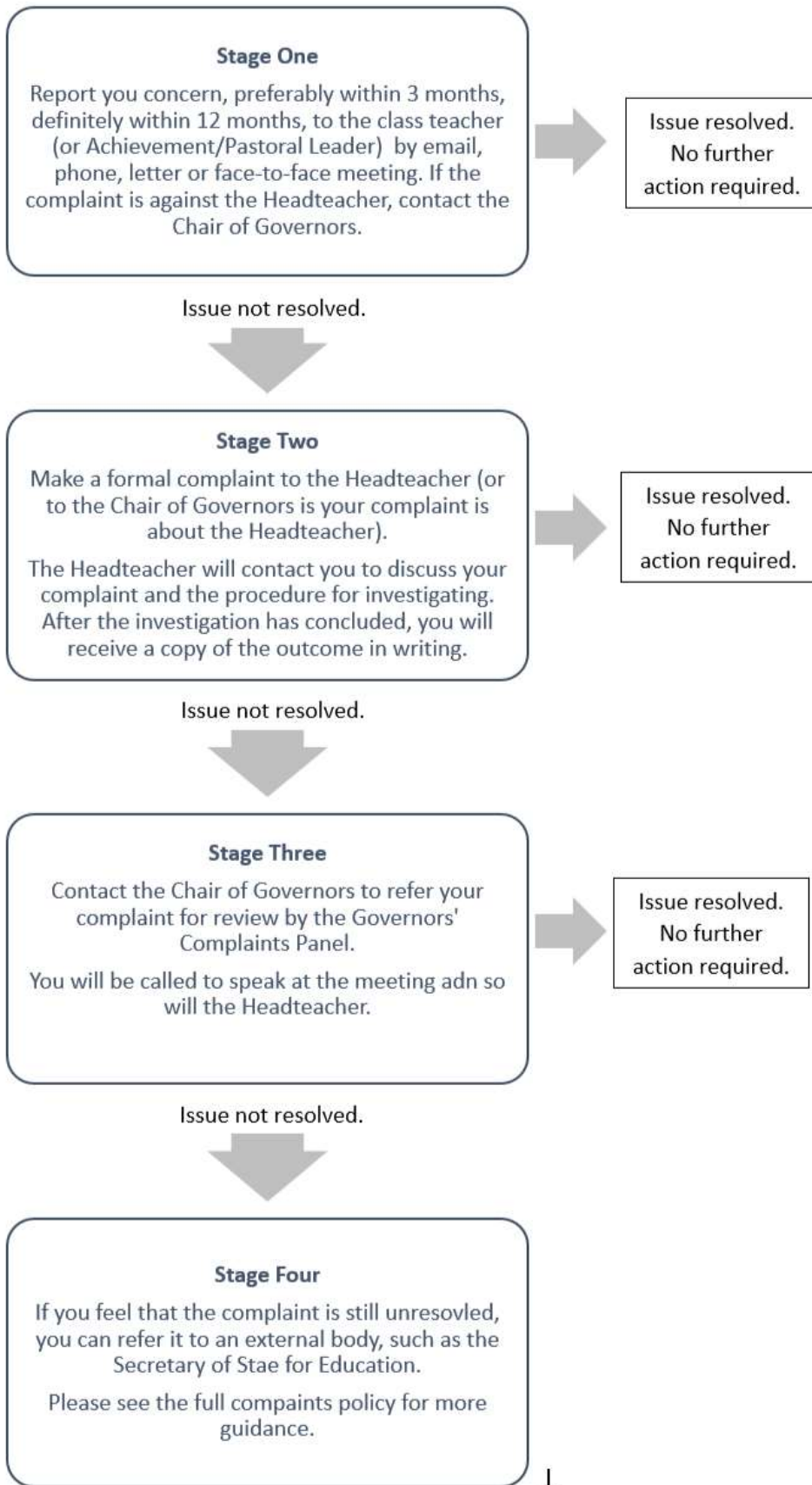
By whom:

Complaint referred to:

/**YYYY**

Date: **DD** / **MM**

Appendix G Air Balloon Complaints Procedure Flow-Chart



Appendix H – Complaints not in the scope of the procedure

The following is defined by the Department for Education in their document “Best Practice Advice for School Complaints Procedures 2016”

Complaints not in scope of the procedure

A complaints procedure should cover all complaints about any provision of facilities or services that a school provides with the **exceptions** listed below, for which there are separate (statutory) procedures.

Exceptions	Who to contact
<ul style="list-style-type: none"> • Admissions to schools • Statutory assessments of Special Educational Needs (SEN) • School re-organisation proposals • Matters likely to require a Child Protection Investigation 	<p>Concerns should be raised direct with local authorities (LA).</p> <p>For school admissions, it will depend on who is the admission authority (either the school or the LA). Complaints about admission appeals for maintained schools are dealt with by the Local Government Ombudsman.</p>
<ul style="list-style-type: none"> • Exclusion of children from school 	<p>Further information about raising concerns about exclusion can be found at: www.gov.uk/school-discipline-exclusions/exclusions.</p>
<ul style="list-style-type: none"> • Whistleblowing 	<p>Schools have an internal whistleblowing procedure for their employees and voluntary staff. Other concerns can be raised direct with Ofsted by telephone on: 0300 123 3155, via email at: whistleblowing@ofsted.gov.uk or by writing to:</p> <p>WBHL, Ofsted Piccadilly Gate Store Street Manchester M1 2WD.</p> <p>The Department for Education is also a prescribed body for whistleblowing in education.</p>
<ul style="list-style-type: none"> • Staff grievances and disciplinary procedures 	<p>These matters will invoke the school’s internal grievance procedures. Complainants will not be informed of the outcome of any investigation.</p>
<ul style="list-style-type: none"> • Complaints about services provided by other providers who may use school premises or facilities. 	<p>Providers should have their own complaints procedure to deal with complaints about service. They should be contacted direct.</p>

Appendix I – Recording Interviews

As part of our aim in offering a high quality service, we have found it helpful to the investigation process to make recordings of sessions. Review of recordings usually furnishes us with fuller detail of our conversations. Please read the following paragraphs and, if you are in agreement, sign where indicated.

I / We consent to recordings being made of these sessions and to these recordings being used to aid the investigation into the complaint.

Dated..... Signed

On behalf of Air Balloon Hill Primary, I undertake that, in respect of any recordings made, every effort will be made to ensure professional confidentiality and that any use of recordings, or descriptions of recordings, will be for professional purposes only and in the interests of improving professional standards through answering complaints.

Every effort will be made to protect the anonymity of all those involved in the sessions.

Dated..... Signed