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| **Complaints Factsheet** | |
| |  | | --- | | **Overview** | |  | | Schools must have a written procedure for dealing with concerns and complaints from parents/carers and must keep a written record of complaints and their outcome. If the school was unable to resolve a concern to the parent’s satisfaction and they wished to make a formal complaint to Ofsted, providers must have a clear procedure and information on how to contact Ofsted.  If a complaint is made against a member of staff or governing body member this may be classed as a safeguarding allegation and providers should refer to their child protection policy and procedures (LADO).  All providers must:  • Investigate written complaints and document them in a confidential manner.  • Notify the person who made the complaint of the outcome of the investigation within 28 days of having received the complaint.  • Make a record of complaints available to Ofsted, or the local authority, on request. |
| **The role of the Head Teacher** | * Receive the complaint and acknowledge it * Log the complaint on your school tracking document (example provided in appendix 1) * Consider the RAG rating for the complaint – Does this require immediate action? * Consider who else, if appropriate may be required to be involved, including if the chair of governors should be involved / lead * Collect all information and document on complaints investigation record form (example provided in appendix 2) * Look over previous complaints to review for patterns, links and or common themes that may provide more information |
| **Requirements and considerations** | * Have a clear procedure to follow in the event of an allegation being made against a staff or volunteer. * Clear procedure to follow when handling concerns to prevent them escalating into complaints. * Have a procedure to follow if parents make a formal complaint. * Have a procedure to follow if an agency makes a formal complaint. * The record of complaints must be made available to Ofsted on request. |
| **Reflective questions** | * How do you ensure the parents/ carers are aware of how to make a complaint and to whom? * How visible is your complaints policy and process for parents both in person and online? * Is there a written procedure for complaints? How do you know this is current? * How are verbal complaints recorded and acted upon? * Where and how are all complaints recorded? * What is the retention period for information relating to complaints? * When would you contact the insurance company to notify them or request advice? * How has the whistleblowing policy been shared with all staff? * How do you ensure your staff code of conduct is understood and there is a clear disciplinary procedure? * How do you review practice following any complaints? * How do you ensure previous complaints that were received prior to your employment are available in a confidential yet accessible way should it be required for future complaints? |
| **Good practice** | * Ensure all staff and parents are aware of the complaints policy and procedure. * Ensure the chair of governors is aware of all complaints. * Ensure staff know how to raise concerns and how to respond to complaints that they may receive. * Provide clear direction to staff on what constitutes a complaint and clear reporting processes. * Consider how passing comments / verbal complaints are identified, logged and RAG rated. * Have a confidential recording system for complaints. * Monitor the progress of the complaints investigation to ensure the deadline of 28 days is adhered to. |
| **More information/ links** | [Concerned about your child's welfare at school? - Hillingdon Council](https://www.hillingdon.gov.uk/article/7511/Concerned-about-your-childs-welfare-at-school)  [Complaints - Hillingdon Council](https://www.hillingdon.gov.uk/complaints)  [Complaints procedure - Ofsted - GOV.UK](https://www.gov.uk/government/organisations/ofsted/about/complaints-procedure) |

**Appendix 1**

**Complaint Case Chronology**

There are two options for using this format, if you choose to. If you have frequent complaints, Version 1 at the top maybe useful for you as this will document any complaints relating to the same child / family. Version 2 can be used as a complaint register over a period, for example one academic year, all in one place.

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| --- | --- | --- | --- |
| Name of Pupil: |  | Date of birth: |  |
| Name of Parent: |  | Contact details: |  |

**Version 1**

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| --- | --- | --- | --- | --- |
| **Date:** | **Headline of complaint:** | **Lead assigned:** | **Deadline** | **Actions identified / raised** |
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**Version 2**

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| --- | --- | --- | --- | --- | --- | --- |
| **Date:** | **Complainant’s details** | **Headline of complaint:** | **Lead assigned:** | **Deadline** | **Actions identified / raised** | **Outcome** |
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**Outcome options**

Stage 1 resolved internal complaint Stage 2 resolved internal complaint Stage 3 Resolved internal complaint

Complaint made to LA Complaint made to Ofsted

**Appendix 2**

**Internal Complaint Report Template**

|  |  |  |  |
| --- | --- | --- | --- |
| **School Name:** |  | **Complaint lead:** |  |
| **Report prepared by**: |  | **Date report prepared**: |  |

The ACAS guidance is especially useful for helping to support you in a investigation process. You can access the guidance via this link <https://www.acas.org.uk/sites/default/files/2021-03/conducting-workplace-investigations.pdf>. **This Complaint template has been adapted to reflect the considerations required when managing a complaints record.**

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| **Initial Considerations** | *Please consider if you are the appropriate person to be allocated to investigate the complaint?*  *If you are named in the complaint this should be allocated to another member of the SLT*  *Allocate time* |

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| **Background** |
| |  |  |  | | --- | --- | --- | | **Please provide the date of the complaint** |  |  | |  |  |  | | **Name and role of the complainant** |  |  | | **Complaint made to** |  |  | |  |  |  | | **Details of the complaint** | *From the perspective of the complainant – keep to the facts*  *What?*  *When?*  *Who?*  *Where?*  *How?* |  | |  |  |  | | **If required include LADO consultation, recommendations and actions following initial call to LADO/ Child protection or safeguarding officer** | *Record who you have spoken to, and any advice given*  *Include your rationale for contacting this professional*  *Include date and time of all correspondence* |  | |  |  |  | | **Complaint Methodology** | * *Where are you planning to start?* * *Why?* * *What documentation do you need to review, look at to ensure compliance? – e.g. – Policies, employment contracts, previous allegations or concerns raised, complaint history,* * *Are there any grey areas – areas that you may not feel as secure in?* * *Identify who you need to talk to, interview, arrange for governing body involvement if required* * *Who are you not going to interview and why – you do not need to name every staff member but if it relates to a specific year group for example, why have you selected the staff you have to talk to?* |  | |  |  |  | | **Background of member of staff – (Length of service, previous concerns etc)**  **Child Profile – (Additional needs, open to Children’s Social Care etc)** | *If this is related to a specific member of staff. Will whistleblowing records to be checked?* |  | |
| **Actions immediately taken following notification of the complaint** |
| List the actions taken immediately. Some examples are provided below – delete any irrelevant information in the table and add in your own. Please list these chronologically. The examples are not in an order of importance.   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | |  |  |  |  |  | | --- | --- | --- | --- | --- | | **Date and time** |  | **Action taken** |  | **Who** | |  |  | *Immediate care for the child/children* |  |  | |  |  | *If a parental complaint, send a response to notify that you have received the complaint and will respond within time frame* |  |  | |  |  | *Policies/procedures consulted and reviewed – may need to update following investigation of the complaint* |  |  | |  |  | *LADO Consultation / LADO referral maybe needed – do not delay if threshold met* |  |  | |  |  | *Prioritising time to review, reflect and respond to the complaint – Calendar update for protected time* |  |  | |  |  | *Risk Assessment completed or updated to reflect wellbeing for staff and pupils* |  |  | | |

You will find the following sections useful to guide you through this section: Page 21, 22, 23 and 26

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| **Complaint Findings** |
| |  |  |  | | --- | --- | --- | | **Summary of written and physical evidence** | *What do you have to reflect upon?*   * *CCTV – is there footage to support the complaint?* * *Witness statements from staff and pupils if appropriate* * *Body maps of injuries if available for injury* * *Interview notes from ALL involved, if you have not been able to interview all involved, state why not and what gaps this means there maybe* * *Photos of defective equipment, if appropriate to the complaint* * *Agency documentation if appropriate* * *Policies and procedures* * *Medical reports* * *Deployment map of staff and pupils if related to an incident of bullying for example* * *Registers for children and staff to show who was present when* * *Parents voice – include any following communications that may have been received following he complaint* * *Childs voice – Has the pupil or other pupils shared their views? Are they aware of the complaint (age and stage appropriate)* |  | |  |  |  | | **Summary of witness evidence, if available** | * *Interview statements-use initials* * *Be clear on who the witness are, including their role in the school if a staff member* * *What assessments have you made from your investigations?* |  | |  |  |  | | **Facts established** | *What facts have you found that can be proven or at least the probability of proof established?*  *Demonstrate how you can show this, rather than opinion* |  | | **Facts not established** | *Is there anything that you don’t know following your complaint investigation, fact finding?*  *If you have been unable to establish some facts, state why and what attempts you have made to find out* |  | |  |  |  | | **Mitigating Factors**  (Remember these are not reasons for the occurrence) | *Risk assessment*  *Steps taken to prevent further harm*  *Is there anything that needs to be considered in relation to this complaint, for example*   * *Is there a history of complaints from the complainant?* * *Is the complainant looking for a specific outcome that is out of the school control?* * *Is there known mental illness from the complainant?* * *Is there known mental ill health from the person named in the complaint, if applicable?* |  | |  |  |  | |

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| **Conclusion / Possible outcome** |
| This is your professional analysis, how the child was harmed and the impact on them, if appropriate. This is where you would record if you had evidence to support the complaint.   |  | | --- | | *What has all the gathered information shown you?*  *When using this layout, it can help for it to be shared with the senior leadership team, including governors to review if the evidence gathered gives the same conclusion. This helps with triangulation.* | |

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| **Recommendations** |
| |  | | --- | | *Are there any recommendations that you would make to review policies? Look at how this complaint could be prevented in future? How visible is your complaints policy in your school? How do you defuse complaints before they escalate?* | |

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| --- |
| **Attachments** |
| The following attachments are included with this report:   |  | | --- | | *For example:*  *Initial Complaint Report*  *Risk Assessments*  *Statements*  *Interviews – questions and answers*  *Setting documents (records, policies, procedures, team meeting minutes etc.)*  *Photos*  *Notification to specified agencies*  *Action Plan* | |