

# Complaints Procedure Policy



**Oxlow Bridge School**



**Approved by: Hermann Farrington (chair of governors)**

**Reviewed and evaluated:**

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## **1. Introduction**

This policy is based on departmental advice from the Department for Education 2019. This advice is non-statutory and has been produced to help governing bodies understand their obligations and duties in relation to Section 29 of the Education Act 2021.

## **2. Purpose**

This procedure is intended to allow parents/carers and staff to raise a concern or complaint relating to the school, or the services that it provides.

## **3. Scope**

Any person, including members of the general public, may make a complaint about any provision of facilities or services that a school provides, unless separate statutory procedures apply (such as exclusions or admissions). We will not limit complaints to parents or carers of children that are registered at the school.

An anonymous concern or complaint will not be investigated under this procedure, unless there are exceptional circumstances.

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

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

Some complaints fall outside the school's complaints procedure such as staff grievances or disciplinary procedures; admissions; statutory assessments of Special Educational Needs (SEN); School re-organisation proposals; exclusion of children from school; whistleblowing; complaints about services provided by other providers who may use school premises or facilities. These are listed below:

Exceptions	Who to contact
<ul style="list-style-type: none"> <li>Admissions to schools</li> <li>Statutory assessments of Special Educational Needs</li> </ul>	<p>Concerns about admissions, statutory assessments of Special Educational Needs, or school re-organisation proposals should be raised with London Borough of Barking and Dagenham.</p>
<ul style="list-style-type: none"> <li>Matters likely to require a Child Protection Investigation</li> </ul>	<p>Complaints about child protection matters are handled under our child protection and safeguarding policy and in accordance with relevant statutory guidance.</p> <p>If you have serious concerns, you may wish to contact the local authority designated officer (LADO) who has local responsibility for safeguarding or the Multi-Agency Safeguarding Hub (MASH).</p> <p>LADO 020 8227 2265 or 020 8227 3088</p> <p>MASH 020 8227 3811</p>
<ul style="list-style-type: none"> <li>Exclusion of children from school*</li> </ul>	<p>Further information about raising concerns about exclusion can be found at: <a href="http://www.gov.uk/school-discipline-exclusions/exclusions">www.gov.uk/school-discipline-exclusions/exclusions</a>.</p> <p><i>*complaints about the application of the behaviour policy can be made through the school's complaints procedure.</i></p>
<ul style="list-style-type: none"> <li>Whistleblowing</li> </ul>	<p>We have an internal whistleblowing procedure for all our employees, including temporary staff and contractors.</p> <p>The Secretary of State for Education is the prescribed person for matters relating to education for whistleblowers in education who do not want to raise matters direct with their employer. Referrals can be made at: <a href="http://www.education.gov.uk/contactus">www.education.gov.uk/contactus</a>.</p> <p>Volunteer staff who have concerns about our school should complain through the school's complaints procedure. You may also be able to complain direct to the LA or the Department for Education (see link above), depending on the substance of your complaint.</p>
<ul style="list-style-type: none"> <li>Staff grievances</li> </ul>	<p>Complaints from staff will be dealt with under the school's internal grievance procedures.</p>
<ul style="list-style-type: none"> <li>Staff conduct</li> </ul>	<p>Complaints about staff will be dealt with under the school's internal disciplinary procedures, if appropriate.</p> <p>Complainants will not be informed of any disciplinary action taken against a staff member as a result of a complaint. However, the complainant will be notified that the matter is being addressed.</p>
<ul style="list-style-type: none"> <li>Complaints about services provided by other providers who may use school premises or facilities</li> </ul>	<p>Providers should have their own complaints procedure to deal with complaints about service. Please contact them direct.</p>

## 4. Raising a Concern or Complaint

- a. A 'concern' may be defined as 'an expression of worry or doubt over an issue considered to be important for which reassurances are sought'.
- b. A complaint may be generally defined as 'an expression of dissatisfaction however made, about actions taken or a lack of action'
- c. In line with the Equality Act 2010, complaints can be raised in person, in writing or by telephone.

Records of complaints and their progress through the stages will be kept by the school office. Complainants will have access to these records under the Freedom of Information and Data Protection Acts.

If other bodies are investigating aspects of the complaint, for example the police, local authority (LA) safeguarding teams or tribunals, this may impact on our ability to adhere to the timescales within this procedure or result in the procedure being suspended until those public bodies have completed their investigations.

If a complainant commences legal action against Oxlow Bridge School in relation to their complaint, we will consider whether to suspend the complaints procedure in relation to their complaint until those legal proceedings have concluded.

## 5. Informal Stage

It is normally appropriate to communicate directly with the complainant by letter, by telephone or in person by appointment.

It is anticipated that most concerns or complaints will be resolved by this informal stage

In the case of serious concerns address them directly to the Headteacher [or to the Chair of the governing body, if the complaint is about the Headteacher]

Complainants should not approach individual governors to raise concerns or complaints. They have no power to act on an individual basis and it may also prevent them from considering complaints at a later stage of the procedure.

Complaints against the chair of governors or any individual governor should be made by writing to the clerk to the governing body

If you are uncertain about who to contact, please seek advice from the school office.

## 6. Formal Stage 1

If your concern or complaint is not resolved at the informal stage you must put the complaint in writing (preferably on the Complaint Form) or make arrangements to meet in person or talk over the telephone where written notes will be kept by the school.

Complaints recorded in writing will be passed to the Headteacher, [or to the Clerk to the governing body, for the attention of the Chair, if the complaint is about the Headteacher] who will be responsible for ensuring that it is investigated appropriately.

A Complaint Form is provided to assist you. (*Appendix 1*)

Please pass the completed form, in a sealed envelope, to the Headteacher or to the Clerk to the governing body, as appropriate. The Headteacher will record the date the complaint is received and will acknowledge the complaint in writing within 5 school days.

Within this response, the Headteacher will seek to clarify the nature of the complaint, ask what remains

unresolved and what outcome the complainant would like to see. The Headteacher can consider whether a face to face meeting is the most appropriate way of doing this.

Note: The Headteacher may delegate the investigation to another member of the school's senior leadership team but not the decision to be taken.

The Headteacher [or Chair] may invite the complainant to a meeting to clarify their concerns and to seek a resolution. If the complainant accepts that invitation, they may be accompanied by a friend or support partner.

During the investigation, the Headteacher (or investigator) will:

- if necessary, interview those involved in the matter and/or those complained of, allowing them to be accompanied if they wish
- keep a written record of any meetings/interviews in relation to their investigation.

The complaint may be resolved at this point and summarised in a letter from the Headteacher or Chair within a further 5 working days. If the Headteacher is unable to meet this deadline, they will provide the complainant with an update and revised response date.

## **7. Formal Stage 2**

If the complainant is dissatisfied with the outcome at Stage 1 and wishes to take the matter further, they can escalate the complaint to Stage 2 - a meeting with members of the governing body's complaints committee, which will be formed of the first three, impartial, governors available.

This is the final stage of the complaints procedure.

A request to escalate to Stage 2 must be made to the Clerk, via the school office, within 5 school days of receipt of the Stage 1 response using the Review Request form which provided for the complainants convenience - Appendix 2.

The Clerk will record the date the complaint is received and acknowledge receipt of the complaint in writing (either by letter or email) within 5 school days. Requests received outside of this time frame will only be considered if exceptional circumstances apply.

The Clerk will write to the complainant to inform them of the date of the meeting. They will aim to convene a meeting within 10 school days of receipt of the Stage 2 request. If this is not possible, the Clerk will provide an anticipated date and keep the complainant informed.

If the complainant rejects the offer of three proposed dates, without good reason, the Clerk will decide when to hold the meeting. It will then proceed in the complainant's absence on the basis of written submissions from both parties.

The complaints committee will consist of at least three governors with no prior involvement or knowledge of the complaint. Prior to the meeting, they will decide amongst themselves who will act as the Chair of the Complaints Committee. If there are fewer than three governors from Oxlow Bridge School available, the Clerk will source any additional, independent governors through another local school or through their LA's Governor Services team, in order to make up the committee. Alternatively, an entirely independent committee may be convened to hear the complaint at Stage 2.

- The committee will decide whether to deal with the complaint by inviting parties to a meeting or through written representations, but in making their decision they will be sensitive to the complainant's needs.
- If the complainant is invited to attend the meeting, they may bring someone along to provide support. This can be a relative or friend. Generally, we do not encourage either party to bring legal representatives to the committee meeting. However, there may be occasions when legal

representation is appropriate. For instance, if a school employee is called as a witness in a complaint meeting, they may wish to be supported by union and/or legal representation.

*Note: Complaints about staff conduct will not generally be handled under this complaints procedure. Complainants will be advised that any staff conduct complaints will be considered under staff disciplinary procedures, if appropriate, but outcomes will not be shared with them.*

Representatives from the media are not permitted to attend.

The committee will not normally accept, as evidence, recordings of conversations that were obtained covertly and without the informed consent of all parties being recorded.

The committee will also not review any new complaints at this stage or consider evidence unrelated to the initial complaint to be included. New complaints must be dealt with from Stage 1 of the procedure.

The meeting will be held in private.

Electronic recordings of meetings or conversations are not normally permitted unless a complainant's own disability or special needs require it. Prior knowledge and consent of all parties attending must be sought before meetings or conversations take place.

Consent will be recorded in any minutes taken.

The committee will consider the complaint and all the evidence presented. The committee can:

- uphold the complaint in whole or in part
- dismiss the complaint in whole or in part.

If the complaint is upheld in whole or in part, the committee will:

- decide on the appropriate action to be taken to resolve the complaint
- where appropriate, recommend changes to the school's systems or procedures to prevent similar issues in the future.

The Chair of the Committee will provide the complainant and Oxlow Bridge School with a full explanation of their decision and the reason(s) for it, in writing, within 5 school days.

The letter to the complainant will include details of how to contact the Department for Education if they are dissatisfied with the way their complaint has been handled by Oxlow Bridge School

If the complaint is:

- jointly about the Chair and Vice Chair or
- the entire governing body or
- the majority of the governing body

Stage 2 will be heard by a committee of independent governors.

The response will detail any actions taken to investigate the complaint and provide a full explanation of the decision made and the reason(s) for it. Where appropriate, it will include details of actions Oxlow Bridge School will take to resolve the complaint.

## 8. Duplicate Complaints

If a duplicate complaint is received from a second complainant about the same subject, they will be informed that the school has already considered that complaint and the local process is complete.

Oxlow Bridge School will take care not to overlook any new aspects to the complaint that may not have previously considered. Oxlow Bridge School will ensure these are investigated and dealt with to the full extent of the complaints procedure.

## 9. Next Steps

If the complainant believes the school did not handle their complaint in accordance with the published complaints procedure or they acted unlawfully or unreasonably in the exercise of their duties under education law, they can contact the Department for Education after they have completed Stage 2.

The Department for Education will not normally reinvestigate the substance of complaints or overturn any decisions made by Oxlow Bridge School. They will consider whether Oxlow Bridge School has adhered to education legislation and any statutory policies connected with the complaint.

The complainant can refer their complaint to the Department for Education online at: [www.education.gov.uk/contactus](http://www.education.gov.uk/contactus), by telephone on: 0370 000 2288 or by writing to:

Department for Education Piccadilly Gate  
Store Street  
Manchester M1 2WD.

## 10. Persistent or serial complaints

Oxlow Bridge School is committed to dealing with all complaints fairly and impartially, and to providing a high-quality service to those who complain. We will not normally limit the contact complainants have with our school. However,

We do not expect our staff to tolerate unacceptable behaviour and will take action to protect staff from that behaviour, including that which is abusive, offensive or threatening.

Oxlow Bridge School defines unreasonable behaviour as that which hinders our consideration of complaints because of the frequency or nature of the complainant's contact with the school, such as, if the complainant:

- a. refuses to articulate their complaint or specify the grounds of a complaint or the outcomes sought by raising the complaint, despite offers of assistance;
- b. refuses to co-operate with the complaints investigation process;
- c. refuses to accept that certain issues are not within the scope of the complaints procedure;
- d. insists on the complaint being dealt with in ways which are incompatible with the complaints procedure or with good practice;
- e. introduces trivial or irrelevant information which they expect to be taken into account and commented on;
- f. raises large numbers of detailed but unimportant questions, and insists they are fully answered, often immediately and to their own timescales;
- g. makes unjustified complaints about staff who are trying to deal with the issues, and seeks to have them replaced;
- h. changes the basis of the complaint as the investigation proceeds;
- i. repeatedly makes the same complaint (despite previous investigations or responses concluding that the complaint is groundless or has been addressed);
- j. refuses to accept the findings of the investigation into that complaint where the school's



complaint procedure has been fully and properly implemented and completed including referral to the Department for Education;

- k. seeks an unrealistic outcome;
- l. makes excessive demands on school time by frequent, lengthy and complicated contact with staff regarding the complaint in person, in writing, by email and by telephone while the complaint is being dealt with;
- m. uses threats to intimidate;
- n. uses abusive, offensive or discriminatory language or violence;
- o. knowingly provides falsified information;
- p. publishes unacceptable information on social media or other public forums.

Complainants should try to limit their communication with the school that relates to their complaint, while the complaint is being progressed. It is not helpful if repeated correspondence is sent (either by letter, phone, email or text), as it could delay the outcome being reached.

Whenever possible, the Headteacher or Chair of Governors will discuss any concerns with the complainant informally before applying an '*unreasonable*' marking.

If the behaviour continues, the Headteacher will write to the complainant explaining that their behaviour is unreasonable and ask them to change it. For complainants who excessively contact Oxlow Bridge School causing a significant level of disruption, we may specify methods of communication and limit the number of contacts in a communication plan. This will be reviewed after six months.

In response to any serious incident of aggression or violence, we will immediately inform the police and communicate our actions in writing. This may include barring an individual from Oxlow Bridge School.

## 11. Frivolous or Vexatious Complaints

Oxlow Bridge School may receive complaints they consider to be vexatious. The [Office of the Independent Adjudicator](#) defines the characteristics of a 'frivolous' or 'vexatious' complaint as:

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

Oxlow Bridge School will not refuse to accept further correspondence or complaints from an individual they have had repeat or excessive contact with. The application of a 'serial or persistent' marking should be against the subject or complaint itself rather than the complainant.

## 12. Not Responding to Complaints

The decision to stop responding to complainants will occur when the following has taken place:

- every reasonable step has been taken to address the complainants concerns;
- the complainant has been given a clear statement of the school's position and their options;
- the complainant contacts you repeatedly, making substantially the same points each time

If one or more of the following statements applies, complaints and responses will be made via Partnership Learning;

- the complainants letters, emails or telephone calls are often or always abusive or aggressive;

- the complainant makes personal comments about or threat towards staff;
- the school has reason to believe the individual is contacting the school with the intention of causing disruption or inconvenience.

## **14. Barring From 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's/carer's behaviour is a cause for concern, a school can ask him/her 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/carer may wish to make. Schools should always give the parent/carer the opportunity to formally express their views on the decision to bar in writing.

The decision to bar should then be reviewed, taking into account any representations made by the parent/carer and either confirmed or lifted. If the decision is confirmed the parent/carer should 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 1

# Oxlow Bridge School

## Formal Stage 1 Complaint Form

Please complete this form and return it to Headteacher [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/carer of a pupil on the school's roll ]:

.....

Pupil's name [ if relevant to your complaint ]:

.....

Your Address:

Daytime telephone number: .....

Evening telephone number: .....

Please give concise details of your complaint to allow the matter to be fully investigated.

Potential Witness name(s):

Dates and times of events:

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

Number of Additional pages attached:

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 would you like the school to take to resolve your concern at this stage?

Signature:

Date:

Oxlow Bridge School use:

Date Form received:

Received by:

Date acknowledgement sent:

Acknowledgement sent by:

Complaint referred to:			
Date:			

## Appendix 2

# Oxlow Bridge School

## Formal Stage 2 Complaint Review Request Form

Please complete this form and return it to Headteacher [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 Sir

I submitted a formal complaint to Oxlow Bridge School on.....and 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:

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

Signature:

Date:

Request referred to:			
Date:			

## **Appendix 3**

### **Oxlow Bridge School Formal Review Process**

#### **Governing Body Complaints Panel Meeting**

##### **Review Process**

Any review of the process followed by the school will be conducted by a panel of 3 members of the governing body. This will usually take place within 10 school days of receipt of your request.

The review will normally be conducted 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 complainant.

The panel will then invite representatives of the school [Usually the Headteacher 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 outcome, usually within 5 school days of the panel meeting. The matter will then be closed as far as the school is concerned.

Complainants have a right to request an independent panel if they believe there is likely to be bias in the proceedings. Governors should consider any such requests but will ultimately make the decision whether to appoint an independent panel.

##### **Governing Body Complaints Panel Meeting**

If the school receives a formal complaint about one of the limited number of matters, that is not dealt with by another statutory process and which relates to school or the services that it provides, it may be necessary to convene a Governing Body panel to consider the matter and formulate a response.

The complaint is likely to relate to matters such as:

- the content or the application of a Governing Body policy;
- unreasonable exercise of discretion by Headteacher;
- e.g. declining to accept a volunteer or to sign a passport application or to authorise a pupil's absence;
- selection of pupils for a school team or play.

If a governing body committee already has delegated power with respect to a policy that is being complained of, a panel of members from that committee should be convened. Otherwise the clerk should convene a panel of 3 Governors, who have not previously been involved with the complaint.

The complainant should submit the details of their concerns, in writing, to the clerk. The clerk will seek similar written responses from the school, where this is necessary.

A meeting of the panel will take place, usually within 10 school days, to consider the matter. The complainant [who may be accompanied by a friend if they wish] and representative[s] from the school may be invited to attend this meeting in order to clarify the matter. As the panel meeting is intended to be investigatory, rather than adversarial, the persons giving evidence or making representations to the panel will normally attend separately.

When the panel has collected sufficient information, it will deliberate and then inform the complainant, the Headteacher and the Governing Body of the outcome, in writing.

Consideration of the complaint by the Governing Body and the school, save for any actions that are agreed, will terminate at this point.

If the complainant is not satisfied that the appropriate procedure has been followed, they may request a review of that process by another panel of the Governing Body.



## Appendix 4

### Oxlow Bridge School

#### Letters

##### a) Response to spurious complainant

Dear

Following receipt of your communications and careful consideration of the same, I regret that I am unable to deal with this matter under the Governing Body's Complaints Procedure as:

*It will be appropriate to include SOME of the following statements:*

- ✂ You have not identified any specific actions of which you might complain
- ✂ Your concerns are presented as conclusions rather than specific actions of which you complain.
- ✂ The concerns that you identify relate to historical actions and any evidence which might have enabled an objective investigation of your complaint is no longer available.
- ✂ The substance of your complaint has been addressed under this procedure already.
- ✂ The concerns that you raise do not fall within the scope of this procedure.
- ✂ You have not identified any potential sources of evidence which might allow the matter to be investigated.

If you wish my decision to be reviewed then you may take advantage of the procedure set out in the school's Formal Complaint Procedure, by writing to the Clerk to the Governing Body.

Yours sincerely,

Headteacher or Chair of Governing Body

b) **Acknowledgement of receipt of formal complaint and invitation to meet**

Dear .....

I have received your formal complaint, dated ..... I am grateful that you have brought this to my attention.

The school and Governing Body take any complaint most seriously. Therefore I would like to meet with you, as soon as possible, so that I may understand the details of your concerns more clearly. You are welcome to be accompanied to the meeting by a friend, if you would find this helpful. Please telephone the School office in order to arrange an appointment./ I can offer you an appointment at .... on  
, Please let the office know if this is convenient.

I hope that we will be able to resolve your concerns through our meeting, but if not I will ensure that the appropriate investigation takes place. This should begin within 5 days of our meeting.

Yours sincerely,

Headteacher or Chair of Governing Body

c) **Acknowledgement of receipt of formal complaint referred by a third party**

Dear .....

I have received a copy of the documentation that you sent to..... setting out a complaint about ..... This has been passed to the school as it has responsibility for these matters.

The school and Governing Body take any complaint most seriously. Therefore I would like to meet with you, as soon as possible, so that I may understand the details of your concerns more clearly. You are welcome to be accompanied to the meeting by a friend, if you would find this helpful. Please telephone my secretary, in order to arrange an appointment./ I can offer you an appointment at .... on ,.....  
.Please let my secretary know if this is convenient.

Meanwhile I would be grateful if you would complete and return the Formal Complaint Form that is enclosed, along with details of the school's complaints procedure.

I hope that we will be able to resolve your concerns through our meeting, but if not I will ensure that the appropriate investigation takes place. This should begin within 5 days of our meeting.

Yours sincerely,

Headteacher or Chair of Governing Bo

**d) Acknowledgements of receipt of formal complaint and advising complainant that the matter has been referred**

Dear .....

I have received your formal complaint, dated ..... I am grateful that you have brought this to my attention.

However, the matters that are of concern to you are the responsibility of the governing body/Pupil Discipline Committee/LA/Diocese/service provider, so I have forwarded your documentation to You should be contacted, in the Near future, to be advised of how they intend to proceed.

If I can be of any further assistance, please do let me know. Yours sincerely,

Headteacher

**e) Acknowledgements of receipt of formal complaint and advising complainant that the matter is being dealt with under a confidential school procedure**

Dear .....

I have received your formal complaint, dated ..... I am grateful that you have brought this to my attention.

The school and governing body take any complaint most seriously. Therefore I have begun an immediate investigation. It is possible that the investigator will wish to meet with you to clarify the evidence that you have provided so far. If so, he will write to you to make suitable arrangements.

As your concerns relate to the conduct/capability of a member of staff, the investigation will be carried out under the school's staff conduct/capability procedures. This means that the detail of the procedure and its outcome must remain confidential to the school and the member of staff concerned.

**OR**

As your concerns relate to the behaviour of a pupil, the investigation will be carried out under the school's pupil conduct and disciplinary procedures. This means that the detail of the procedure and its outcome must remain confidential to the school and the parents/carers of the child concerned.

In due course, I may be able to provide you with some information about the outcomes of the investigation and the processes that have been followed, but in any event will let you know when the matter has been concluded.

If I can be of any further assistance, please do let me know. Yours sincerely,

Headteacher or Chair of Governing Body

**f) NOTIFICATION OF DECISION REGARDING FORMAL COMPLAINT**

Dear

Following receipt of your complaint and careful consideration of all the available relevant evidence, I/the panel have/has concluded that:

- there is insufficient evidence to reach a conclusion, so the complaint cannot be upheld. If you are

able to provide additional evidence forthwith I/we will reconsider this decision.

- the concern is not substantiated by the evidence in that .....
- the concern was substantiated in part/in full, as ..... The school will review its practices/procedures with the intention of avoiding any reoccurrence. Parents/Carers will be informed in due course of any policy changes.
- in order to address fully the matters investigated, the school has initiated appropriate internal procedures. Due to the nature of these procedures, their outcome must remain strictly confidential. We are confident, however, that the circumstances that gave rise to your complaint should not recur
- in order to address fully the matters of concern that you identified, the panel recommended that the governing body should review its ..... policy, as a matter of urgency. We are confident that this should prevent similar concerns arising in future.

I hope that we may now put this matter behind us and work together for the benefit of your child's progress.

Yours sincerely,

Headteacher or Chair of Governing Body/Chair of Panel

**g) REVIEW OUTCOME NOTIFICATION**

Dear

Having carefully considered your representations in the context of the relevant evidence, the Governing Body Complaints Review Panel has concluded that the school followed the relevant procedure appropriately in respect of your complaint.

Summary of reasons .....

Therefore, the matter is now closed as far as the school is concerned.

**Or**

Having carefully considered your representations in the context of the relevant evidence, the Governing Body Complaints Review Panel has concluded that the school followed the relevant procedure appropriately in respect of your complaint except .....

Therefore, the following action will be taken .....

Once this action has been completed the school will consider the matter to be closed.

**Or**

Having carefully considered your representations in the context of the relevant evidence, the Governing Body Complaints Review Panel has concluded that the school followed the relevant procedure appropriately in respect of your complaint except .....

However the panel determined that this procedural failure did not affect the outcome of the consideration of your complaint so, while we regret this error, we will now consider this matter to be closed as far as the school is concerned.

Yours sincerely,

Chair of Complaints Review Panel  
c.c. Headteacher or Chair of Governor