COMPLAINTS POLICY AND PROCEDURE

2026 - 2027

Complaints Policy and Procedure

Introduction:

Ysgol Gynradd Groes-wen Primary School values the excellent relationships we enjoy with parents/carers and the community. These relationships are based upon a respect for what the school is achieving, on good communications and the provision of relevant and clear information.

We are committed to dealing effectively with complaints, aiming to clarify any issues about which families are not sure. If possible we will put right any mistakes we have made and we will apologies. We aim to learn from mistakes and use that experience to improve our provision and services.

Our definition of a complaining is that suggested in the Welsh Government 'Complaints Procedure for School Governing Bodies' Guidance (2012). A complaint is, 'an expression of dissatisfaction in relation to the school, a governor or a member of its staff that requires a response from the school'.

If a complaint raises issues about staff capability, staff grievance, staff discipline, admissions, special educational needs provision, the delivery of the curriculum or child protection, then action must be taken under those procedures and they should take precedence.

This procedure is a way of ensuring that anyone with an interest in the school can raise a concern, with confidence that it will be heard and, if well-founded, addressed in an appropriate and timely fashion and in a way that is compliant with Welsh Government Guidance.

When To Use This Procedure:

This policy lays out the way in which the school will respond to your complaint. Sometimes you may be concerned about a matter that is not decided by the

school, in which case we will tell you who to complaint o or what other procedures you may need to sue.

Our General Approach To Handling Complaints:

- Most concerns can be settled quickly in school just by speaking with the relevant person in school without formal procedure.
- The school recognizes the right of children to be listened to and to participate under the United Nations Convention on the Rights of the Child (UNCRC).
- We believe that all complainants have the right to be heard, understood and respected. School staff and governors have the same right and we expect complaints to be made in a polite and courteous way. We will not tolerate aggressive, abusive or unreasonable behaviour. We will also not tolerate unreasonable demands, unreasonable persistence or vexatious complaining.
- We will consider all your concerns and complaints in an open, fair and sensitive way.
- At all times the school will respect the rights and feelings of those involved and make every effort to protect confidential information.
- Timescales for dealing with your concerns of complaints may need to be extended following discussion with you.
- We may ask the local authority for advice.
- Some types of concern or complaint may raise issues that have to be dealt with in another way, in which case we will explain why this is so and tell you what steps will need to be taken.
- The Governing Body will keep records of documents used to investigate your concerns for seven years after it has been dealt with. After seven years the records will be reviewed to see if they need to be kept any longer.
- Complaints made anonymously will be recorded, but investigation will be at the discretion of the school depending on the nature of the complaint.
- Where complaints are considered to have been made only to cause harm or offence to individuals or the school, the Governing Body will ensure that records are kept of the investigations that are made and what actions are taken, including the reasons for ‘no action’.

Answering Your Concern or Complaint:

- The chart in Appendix A shows what may happen when you make a complaint or raise a concern. There are up to three Stages: A, B & C. Most complaints can be resolved at Stages A or B. You can bring a relative or companion to support you at any time during the process, but you will be expected to speak for yourself.
- As far as possible your concern or complaint will be dealt with on a confidential basis. However, there could be occasions when the person dealing with your concern or complaint will need to consider whether anyone else within the school/or an outside agency (e.g. Children's Services/Safeguarding) needs to know about your concern or complaint, so as to address it appropriately.

STAGE A:

- If you have a concern, you can often resolve it quickly by talking with a teacher or the Headteacher. You should raise your concern as soon as you can, normally we would expect you to raise your concern **within ten (10) school days** of any incident. The longer you leave it the harder is might be for those involved to deal with it effectively.
- We will try to let you know what we have done or are doing about your concern normally **within 10 school days**, but if this is not possible, we will talk with you and agree a revised timescale with you.
- The person overseeing your concern or complaint will keep you informed of the progress being made. This person will also keep a log of the concern for future reference.

STAGE B:

- In most cases we would expect that your concern is resolved informally. However if you feel that your initial concern has not been dealt with appropriately you should put your complaint, in writing, to the Headteacher.
- We would expect you to aim to do this **within five (5) school days** of receiving a response to your concern, as it is in everyone's interests to resolve a complaint as soon as possible. There is also a form attached **(Appendix B)** that you might find useful.
- If your complaint is about the Headteacher, you should put your complaint in writing to the Chair of Governors, addressed to the school, to ask for your complaint to be investigated.
- In all cases, the Headteacher can help you to put your complaint in writing if necessary.
- If you are involved in any way with a complaint, the school's designated persons who are either Richard Carbis (Head teacher) or Siwan Dafydd

(Deputy Head teacher) will explain what will happen and the sort of help that is available to you.

- The Managing Headteacher will invite you to discuss your complaint at a meeting. Timescales for dealing with your complaint will be agreed with you. We will aim to have a meeting with you and explain what will happen, normally **within ten (10) school days** of receiving your letter.
- The school's designated persons, Richard Carbis and Siwan Dafydd will complete the investigation and will let you know the outcome in writing within **ten (10) school days** of completion.

STAGE C:

- It is rare that a complaint will progress any further, however, if you still feel that your complaint has not been dealt with fairly, you should write, through the school's address, to the Chair of Governors setting out your reasons for asking the Governing Body's Complaints Committee to consider your complaint. You do not have to write down details of your whole complaint again.
- If you prefer, instead of sending a letter or e-mail you can talk with the Chair of Governors or Headteacher who will write down what is discussed and what, in your own words, would resolve the problem. We would normally expect you to do this **within five (5) school days** of receiving the school's response. You will be asked to read the notes or have these read back to you and then be asked to sign them as a true record of what was said. We will let you know how the complaint will be dealt with and will send a letter to confirm this. The complaints committee will normally have a meeting with you **within fifteen (15) school days** of receiving your letter.
- The letter will also tell you when all the evidence and documentation to be considered by the Complaints Committee must be received.
- Everyone involved will see the evidence and documentation before the meeting, while ensuring that people's rights to privacy of information are protected. The letter will also record what we have agreed with you about when and where the meeting will take place and what will happen. The timescale may need to be change dot allow for the availability of people, the gathering of evidence or seeking advice. In this case the person dealing with the complaint will agree a new meeting date with you.
- Normally, in order to deal with the complaint as quickly as possible, the Complaints Committee will not reschedule the meeting more than once. If you ask to reschedule to meeting more than once, the committee may think it reasonable to make a decision on the complaint in your absence to avoid unnecessary delays.

- We will write to you **within ten (10) school days** of the meeting explaining the outcome of the Governing Body's Complaints Committee's consideration.
- We will keep records of all conversations and discussions for the purpose of future reference and review by the Governing Body. These records will be kept for a minimum of seven (7) years.
- The Governing Body's Complaints Committee is the final arbiter of complaints.

Special Circumstances:

- Where a complaint is made about any of the following the complaints procedure will be applied differently.

1. **A Governor or Group of Governors** The concern or complaint will be referred to the Chair of Governors for investigation. The Chair may alternatively delegate the matter to another Governor for investigation. Stage B onwards of the complaints procedure would apply.

2. **The Chair of Governors or Headteacher & Chair of Governors** The Vice Chair of Governors will be informed and will investigate or delegate it to another Governor. Stage B onwards of the procedure will apply.

3. **Both the Chair of Governors & Vice Chair of Governors** The complaint will be referred to the Clerk of Governors who will inform the Complaints Committee. Stage C of the procedure will apply.

4. **The whole Governing Body** the complaint will be referred to the Clerk of Governors who will inform the Headteacher, Chair of Governors and the local authority. The authorities will usually agree arrangements with the Governing Body for independent investigation of the complaint.

5. **The Headteacher** The concern or complaint will be referred to the Chair of Governors who will undertake the investigation or may delegate it to another Governor. Stage B onwards of the procedure will apply.

In all cases the school and Governing Body will ensure that complaints are dealt with in an unbiased, open and fair way.

The Legal Framework:

The Education Act 2002 requires Governing Bodies of all maintained schools to establish procedures for dealing with complaints. Governing Bodies must also publicize their complaints procedures.

There are separate statutory process for complaints and appeals that relate the the curriculum, SEN, admissions, exclusions, staff grievance, teacher capability and staff discipline. Information about these may be found at www.learning.wales.gov.uk

Section 29 (2) requires a Governing Body to have regard to guidance issued by the Welsh Government. This policy is compliant with 'Complaints Procedures for School Governing Bodies in Wales', published in October 2012.

Our Commitment To You:

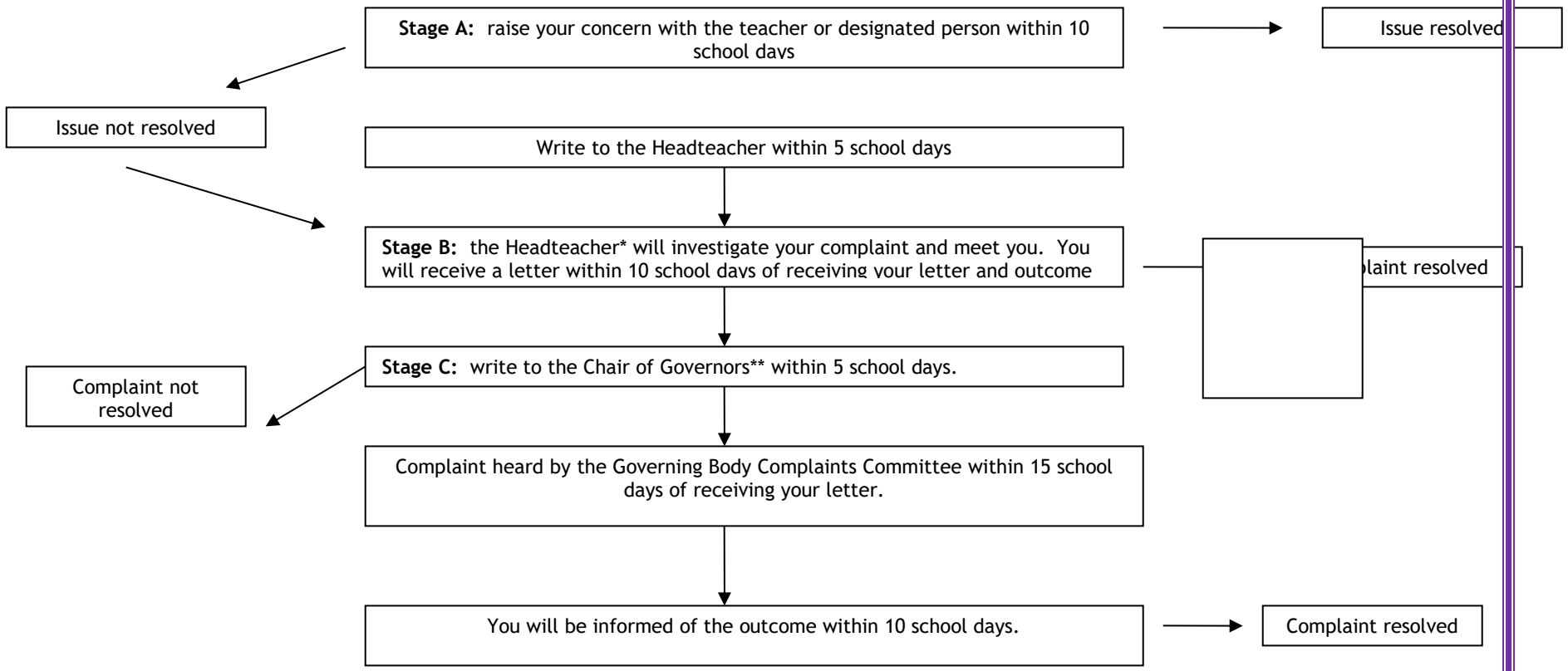
1. to work effectively with parents/carers to ensure that all parties are listened to and where complaints are made they are resolved quickly
2. your concerns/complaints will be taken seriously and where the school has made mistakes, ensure that we learn from them
3. to help and assist when you raise concerns. Advice and support can also be accessed from the Children's Commissioner for Wales. (contact freephone 08088011000, advice@childcomwales.org.uk)
4. all members of staff have been consulted with regard to this policy and procedure and will consult further if any changes/revisions are made in the future.

Head Teacher's Signature:

Date: 15.10.2026

Chair GB Signature:

Version:	4.0
Review Date:	Autumn 2027



*if the complaint is about the Headteacher, write to Chair of Governors. **if the complaint is about the Chair of Governors, write to the Vice Chair. All timescales are flexible, however it is in everyone's interests to resolve a complaint quickly. The school will work with you to ensure the time allowed is reasonable.

Appendix A: Summary of dealing with concerns or complaints

Appendix B: Complaint Form

Your name: **Address:**   **Tel Number:** **E-mail Address:** **How would you prefer for us to contact you?**
What is your complaint?
When did you first become aware of this problem? **If more than 3 months have passed since you first became aware of this, explain why you have not complained before now:**
What do you think should be done to put things right?

Have you already spoken about your complaint to a member of staff? If so, please give brief details about how and when you did so.

Signed: _____

Name: _____

Date: _____

Please send this and any other documents to support your complaint to:

Richard Carbis
Ysgol Gynradd Groes-wen Primary School