Complaints Procedure Statement	
Lead Governor & Member of SLT:	Mrs J Klaces & Miss S Taylor
To be approved by:	Strategy Committee
Frequency of review:	Every 3 years
Date approved:	October 2026
Next review date:	October 2029

Queensbridge School
Queensbridge Road, Moseley, Birmingham B13 8QB

Policy prepared by: Miss Taylor
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If you require a copy of this procedure in a particular format, for example large print, please contact the School.

1) Introduction

All schools are legally required to have a procedure in place to deal with complaints relating to the school. The Governing Body of Queensbridge School (the School) has approved the following procedure, which explains what you should do if you have concerns or wish to make a complaint and how your complaint will be dealt with. The School intends for all concerns or complaints to be dealt with:

- fairly;
- openly; and
- promptly;

This procedure applies to all concerns or complaints, except for those which relate to:

School Admissions;
Statutory Assessments of Special Educational Needs (SEN);
Child Protection and Safeguarding procedures;
Pupil exclusions;
Staff grievances, capability or disciplinary procedures;
Complaints about services provided from the School's premises by other organisations;
Whistleblowing; or
Subject Access Requests and Freedom of Information Requests.

You can access policies relating to the above matters on the School's website or ask for a copy from the School, or by contacting the other organisation which operates a service on the School premises.

An overview of the stages of the complaints process is attached as Appendix A.

2) Resolving Concerns Informally

It is in everyone's interest that concerns are resolved at the earliest possible stage, before they become formal complaints. Many issues can be resolved informally, without the need to invoke formal procedures.

The School encourages anyone with a concern to address it informally by contacting the School office or by raising it with their child's class teacher, or their manager, in the first instance. We hope that they will either be able to address the concern on the spot, or they will be able to arrange to discuss it further at a mutually convenient time. The Headteacher and Chair of the Governing Body will not routinely be involved at this stage, except in exceptional circumstances. It will be for the Headteacher and/or Chair of the Governing Body, to determine if the circumstances are exceptional and if it is therefore appropriate for them to become involved at the informal stage.

3) Observing Confidentiality

Where possible complaints will be dealt with confidentially and, where the Governing Body is involved, we will avoid sharing details of the complaint with the whole Governing Body except in very general terms. We would also ask you to observe confidentiality and not discuss complaints publically, or via social media.

The School maintains a centrally held record of formal complaint forms (see 6 A).

4) Safeguarding

Wherever a complaint indicates that a child's wellbeing or safety is at risk, the School is under a duty to report this immediately in accordance with the School's Safeguarding and Child Protection Policy, which is available on the School's website.

5) Timescales

The School will endeavour to abide by timescales stated under each stage of the process below. Sometimes, due to the nature or complexity of the complaint, the School may need to set different timescales in which case you will be notified of the date that the School will respond and you will be kept informed of progress throughout.
The School will not investigate complaints that have been made more than one month (four working weeks – 20 days) after the event that led to the complaint, except in exceptional circumstances. If a complaint is received outside that time frame, the Headteacher or the Chair of the Governing Body will decide whether the circumstances warrant the complaint being investigated.

6. The Complaints Process

6 A. Submitting the Complaint

If you want to make **a formal complaint** you should complete and submit a formal complaints form **(Appendix B).** If you would like to raise your complaint via another method, i.e. verbally or in person, please contact the School office.

All sections of the complaint form should be completed before it is returned to the School office. Receipt of the submitted complaint form will be acknowledged in writing within 10 School days (i.e. days which are not weekends, bank holidays or do not fall in the school holidays), and, will confirm the name of the person who will investigate your complaint.

If the complaint is about the Headteacher it will be referred to the Chair of the Governing Body. If your complaint is regarding a member of the Governing Body, then it will be referred to the Clerk to the Governing Body. In such cases, the Clerk

will seek advice before referring the complaint to an appropriate member of the Governing Body.

6 B. Investigating the complaint

As part of their investigation, the person investigating your complaint may contact you, and any other person that they consider necessary, in order to consider the issues raised in the complaint.

The person investigating your complaint will also review any documentation provided in support of your complaint, and will review any other documentation that they consider relevant. It may be necessary for the person investigating to request further information or documents from you, or from others, before the investigation can continue.

After considering the available evidence, the person who investigated your complaint will decide that either:

1) The complaint is upheld, in which case they will decide upon the action that the School is willing to take to resolve the matter;
2) That the complaint is not upheld; or
3) That the complaint is partially upheld in which case they will decide upon the action that the School is willing to take resolve the upheld part of the complaint.

You will receive either an update or notification of the decision and an explanation of the reasons for it in writing within 20 school days of the date of the letter (Day 1 is date letter received) which acknowledged receipt of your complaint form. Updates will explain why the investigation is still on-going (e.g. because further documents have been requested) and estimate when the investigation is expected to conclude. The written notification will also explain how you can request a review of the decision you if you are dissatisfied with the response.

6 C. Reviewing the Decision

If you are dissatisfied with the decision made at stage 6B, then you can make a formal complaint to the Governing Body in writing, within 20 school days of the date of the decision letter, using the form in Appendix C. An acknowledgment of your review request will be sent within 5 school days.

1) If the Chair of Governors decides that the concern was dealt with reasonably in previous stages, parents/carers will be informed of this in writing no later than 10 school days after the review request has been acknowledged. The letter will confirm that the matter is now closed.

2) If the Chair decides that a formal appeal is appropriate, a hearing by a Complaint Panel of the Governing Body will be arranged within 20 school days from the acknowledgement letter, involving three impartial governors.

If you believe that the panel is likely to be biased during the review then you have the right to request that the panel members are independent of the Governing Body. Your request and the reasons for it will be considered, but the Governing Body does not have to agree to your request.

The following parties will be invited to attend the review meeting:

- You, i.e. the complainant;
- the person/people who made the decision at stage 6B; and
- any other relevant parties identified by the Panel e.g. witnesses.

You are entitled to bring a friend or colleague to the review meeting. If the subject of the complaint is a member of staff then they will be invited to attend and can bring a friend or colleague. You should notify the Panel if you intend to bring someone to speak on your behalf.

The Panel does not usually consider it necessary for legal representatives to be present at the meeting. If you intend to bring a legal representative to any review meeting, you should notify the Panel at least 5 school days in advance of the meeting date, as well as provide a clear explanation for why you believe a legal representative should attend. The Panel will consider and respond to your request, but has absolute discretion to refuse attendance by legal representatives if it considers this appropriate.

The Panel determines the procedure followed at the review meeting. In doing so it shall refer to the description of role and responsibilities of the Complainant, Clerk to the Panel, Chair of the Panel and Panel members as it is set out in the Department for Education (DfE) best practice advice for School Complaints Procedures.

The Panel will consider the relevant information and representations made before deciding whether the decision made at stage B:

1) Is upheld, in which case they will decide upon the action that the School should take to resolve the matter;
2) Is not upheld; or
3) Is partially upheld in which case they will decide upon the action that the School should to take resolve the upheld part of the complaint.

The Clerk to the Panel will write to you and the School's Senior Management Team explaining the Panel's decision within 10 School days of the meeting.

This is the final stage in the School's internal complaints procedure. If the same issues are raised with the School following this stage, the School will only re-consider these points in exceptional circumstances, for example where new evidence has come to light.

The School follows the advice published by the DfE on dealing with serial and persistent complainants.

7. Escalating the complaint beyond the School

If, having completed the complaints process, you remain dissatisfied with the School's response you may wish to refer your complaint to:

- *The Local Authority.* Note that the Local Authority will only consider the process followed by the School in line with this published complaints procedure, and not the substance of the complaint or the reasonableness of the decision made by the School, unless it finds compelling reason to do so.

- *The Secretary of State* via the School Complaints Unit (SCU) of the DfE. 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.

- *Ofsted*, who can consider complaints about the School as a whole, but not complaints about individual pupils.

8. Queries that relate to this Complaints Procedure

If you have any questions about this complaints procedure, please contact the School.

9. Relevant legislation and guidance

- The Equality Act 2010 www.legislation.gov.uk/ukpga/2010/15/contents
- *Best Practice advice for school complaints procedures* *www.gov.uk/government/publications/school-complaints-procedures*
- *Section 29 of the Education Act 2002* *www.legislation.gov.uk/ukpga/2002/32/contents*

10. Unreasonable Persistent Complaints

Complaints will be treated as unreasonably persistent or malicious if the above procedure has been exhausted and the complainant meets one or more of the below criteria:

• submits multiple complaints on the same issue which have been investigated.
• continually changes the substance of a complaint or raises new concerns whilst the original complaint is being addressed.
• is unwilling to accept documented evidence in response to a complaint.
• does not clearly identify the issue/s which they wish to be investigated.
• threatens or uses physical / verbal violence towards staff; or
• subjects' staff to verbal abuse or harassment.

Where a complainant meets the above criteria the Chair of Governors should write to the complainant advising them that they have met the criteria for unreasonably persistent complaints, and therefore any further complaints will be acknowledged but not answered.

In the case of violent actions or harassment towards staff, the complainant should be advised that such behaviour will not be tolerated by Queensbridge School. The complainant will be informed of the consequences should such behaviour persist. Which could include being banned from the school site. A copy of the Complaints Procedure should be included with the letter; the letter and details of the complainant's actions should be sent.

Once complainants have been deemed unreasonably persistent, this status will remain under review, with the possibility of its withdrawal at a later date if, for example, complainants subsequently demonstrate a more reasonable approach or if they submit a further new complaint for which the normal complaints procedure would appear appropriate.

The public has no automatic right of entry. The school will therefore act to ensure it remains a safe place for pupils, staff, and other members of their community. If an individual's behaviour is a cause for concern, a Headteacher can ask them to leave the premises. In some cases, individuals can be barred from entering the school premises. In all cases where barring may need to be considered please contact the school for further advice.

11. On a termly basis the Chair of Governors will monitor the number/type/severity of the complaints received.

Queensbridge School Complaints Procedure Overview **Appendix A**

Stages	Method	Staff involved	Timescales
1. Resolving Concerns Informally	• By telephone: 0121 464 5566 • By email: pastoral@queensbridge.bham.sch.uk • By letter: Queensbridge School, Queensbridge Road, Moseley, Birmingham B13 8QB	• Teacher, Head of Department, Assistant Headteacher or Deputy Headteacher Curriculum: subject matters • Head of Year/Head of Key Stage: attendance/pastoral matters • Other staff member, appropriate to the nature of the concern	• Concern acknowledged within 2 school days. • Resolution as soon as possible, dependent on the nature of the concern.
2. Formal Complaint	In writing to Queensbridge School, Queensbridge Road, Moseley, Birmingham B13 8QB; form available in procedure (Appendix B).	Headteacher	• Complaint acknowledged within 10 school days. • Outcome or update put in writing within 20 school days of acknowledgement date.
3. Request for Governing Body Review	In writing to Queensbridge School, Queensbridge Road, Moseley, Birmingham B13 8QB; form available in procedure (Appendix C).	Governors	• Request to be received within 20 school days of outcome letter stage 2. • Request acknowledged within 5 school days. • Either: o Chair of Governors writes to confirm there is no further action within 10 school days from acknowledgement, or o Panel meeting to be held within 20 school days of acknowledgement date.

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			• Panel decision in writing within 10 school days of meeting date.

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Queensbridge School Formal Complaint Form Appendix B

If you wish to make a formal complaint please complete this form and return it to the school.

Your Name	
Your address	
Contact telephone day/mobile number	
Contact email address	
Name of pupil, year group and your relationship to them (where applicable)	
Details of the complaint (You need to provide an overview of the complaint so far, who has been involved, why the complaint remains unresolved).	
Action taken so far (including staff member who has dealt with it) or solutions offered.	

The reason that this was not a satisfactory resolution for you
What action would you like to be taken to resolve the problem?

Signed: Date:

Please return this form to: Queensbridge School, Queensbridge Road, Moseley, Birmingham B13 8QB

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Official use	
Date received:	Signed:
Date acknowledgement sent:	
Complaint Referred to:	Date:

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Queensbridge School Complaint Review Request Form Appendix C

If you wish to request a review of the decision made in respect of your complaint please complete this form and return it to the school

Your Name	
Your address	
Contact telephone number/mobile number	
Contact email address	
When did you submit your formal complaint?	
Why are you dissatisfied by the decision made in respect of your complaint? *You may continue on a separate piece of paper or attach additional documents.*	

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(Continued overleaf)
What actions would you like to be taken to resolve your complaint at this stage?

Signed: Date:

Please return this form to: Queensbridge School, Queensbridge Road, Moseley, Birmingham B13 8QB

Official use	
Date received:	Signed:
Date acknowledgement sent:	
Complaint Referred to:	Date: