

# BANWELL PRIMARY SCHOOL

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# Complaints Policy

**Last Update:**  
**January 2022**

**Approved:**  
**FGB**  
**January 2022**

**Next Update:**  
**January 2025**

To be reviewed every three years

FGB free to determine approval responsibility

# Complaints Policy

We view complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person that has made the complaint.

## **Our policy is to:**

- Provide a fair complaints procedure which is clear and easy to use for anyone who wants to make a complaint
- Publish our complaints procedure so that people know how to make a complaint
- Make sure all appropriate persons, and in particular each member of staff, at Banwell Primary School knows what to do if a complaint is received
- Make sure all complaints are investigated fairly and in a timely way, following our complaints procedure
- Make sure that complaints are, wherever possible, resolved and that relationships are repaired, and gather information which helps us to improve what we do

## **Definition of a complaint**

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of Banwell Primary School.

## **Where complaints come from**

Complaints may come any person or organisation who has a legitimate interest in Banwell Primary School.

A complaint can be received verbally, by phone or in writing (this includes email).

This policy does not cover complaints from staff (who should use the Whistleblowing, Discipline or Grievance policy), nor to complaints about pupil admissions or pupil exclusions (each of these has its own policy and procedure).

If there is an allegation or concern about physical or sexual misconduct towards a child, or there is a belief that a child may be at risk of serious harm, we may immediately refer the case to child protection and welfare services. If there needs to be an investigation, the decisions by these authorities will supersede those made by the school. Our school's provision for protecting our pupils is contained in our Safeguarding policy.

## **Confidentiality**

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

## **Responsibility**

Overall responsibility for this policy and its implementation lies with the Governing Body.

## **Review**

This policy is reviewed by the Full Governing Body every three years.