

Policy for comments, concerns and complaints

Date: March 2025

Next review: biennial

This policy applies to the three schools in Sphere Federation. It is based on the model DfE Complaints Procedure: <https://www.gov.uk/government/publications/school-complaints-procedures> It should be read in conjunction with our *Home-School Positive Relationships Policy*.



1. Overview

1.1 Vision

We want Sphere Federation schools to be happy and healthy places to learn (*at St James' CE Primary: happy and healthy place to achieve and believe*). A key part of this is the value we place on home-school relations. We will, therefore, do everything we can to establish and maintain them. This includes seeking to resolve any concerns or complaints promptly, and to the satisfaction of all concerned.

1.2 Comments, concerns and complaints

Please refer to our website pages on questions, comments and concerns:

Scholes (Elmet) Primary:

<https://www.scholeselmet.leeds.sch.uk/join-in/questions-comments-concerns/>

Moortown Primary:

<https://www.moortown.leeds.sch.uk/join-in/questions-comments-concerns/>

St James' CE Primary:

<https://www.stjameswetherby.leeds.sch.uk/join-in/questions-comments-concerns/>

In particular, refer to our *Home-School Positive Relationships Policy*.

We welcome constructive comments on what parents feel we do well, or not so well, as a school. In addition to unprompted comments, we seek the views of parents/carers following planned events and in parent surveys. We consider carefully feedback, whether positive or negative, and review our policies and practices accordingly.

A concern may be defined as:

'an expression of worry or doubt over an issue considered to be important for which reassurances are sought'.

A complaint may be defined as:

'an expression of dissatisfaction however made, about actions taken or a lack of action'.

<https://www.gov.uk/government/publications/school-complaints-procedures>

It is in everyone's interest that concerns and complaints are resolved at the earliest possible stage. The government and Leeds local authority advocate resolution of parental concerns and complaints at school level wherever possible. This is in the interests of maintaining good home-school relations.

Many issues can be resolved informally, without the need to use the formal stages of the complaints procedure. We understand, however, that there are occasions when people would like to raise their concerns formally. In this case, we will attempt to resolve the issue internally, through stages outlined within this policy.

We treat all concerns and complaints seriously and courteously and advise parents of the procedures for dealing with their concerns. In return, we expect parents to behave respectfully towards all members of the school community. In particular, any disagreement with the school should not be expressed inappropriately or in front of pupils. Please refer to our *Home-School Positive Relationships Policy*.

1.3 Scope of this policy

Some complaints fall outside this policy and are subject to separate, statutory procedures. See *Appendix: Scope of the complaints procedure*.

2. Process

2.1 Who can make a complaint?

Procedures set out here are not limited to parents or carers of children that are registered at a Sphere Federation school. Any person, including members of the public, may make a complaint about any provision of facilities or services that we provide. Unless complaints are dealt with under separate statutory procedures (such as appeals relating to exclusions or admissions), we will use this policy.

Children and young people under the age of 18 may make comments and raise concerns by various means, including via a school Worry Box or via the Junior Leadership Team. They may only raise a complaint via their parent or carer.

We will not normally investigate anonymous complaints. However, the Head of Federation or Chair of Governors, if appropriate, will determine whether the complaint warrants an investigation.

2.2 How to make a comment, raise a concern or make a complaint

By their nature, comments can be made during any point of contact with a teacher or school leader. Comments may be unsolicited (eg during short conversations, phone calls and meetings) or solicited (eg pre-arranged meetings, feedback after school events, annual surveys). We value constructive comments as possible opportunities to improve the work we do.

A concern or complaint can be made in person, in writing or by telephone. They may also be made by a third party acting on behalf of a complainant, as long as they have appropriate consent to do so.

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 Stage 2 of the procedure.

For ease of use, a template form to record a concern or complaint is available (see *Appendix: Recording form for concerns and complaints*). If you require help in completing the form, please contact the school office. You can also ask third party organisations like the Citizens Advice to help you.

In accordance with equality law, we will consider making reasonable adjustments if required to enable complainants to access and complete procedures set out in this policy. Reasonable adjustments include, for instance, providing information in alternative formats, assisting complainants in raising a formal complaint, or holding meetings in accessible locations.

If you have difficulty discussing a concern with a particular member of staff, we will respect your views. In these cases, we will refer you to another Sphere Federation staff member. Similarly, if the member of staff directly involved feels unable to deal with a concern, we will refer you to another Sphere Federation staff member. The member of staff may be more senior but does not have to be; the ability to consider the concern or complaint objectively and impartially is more important.

2.3 Who to direct concerns or complaints to

In most circumstances, your initial contact with a question, comment or concern is your child's class teacher.

From time to time, you might feel this better responded to by a school leader, such as the Head of School (or, at Scholes (Elmet) Primary / Moortown Primary, the Deputy Head of School).

In other circumstances, your concern or complaint should be directed as follows:

Concerns or complaints relating to:	Direct to:	Comments:
school staff (except Head of Federation)	Head of School or Head of Federation	Head of School / Head of Federation will review, often working together when appropriate; Head of School / Head of Federation will consult school staff; any staff conduct concerns and complaints will be considered under staff disciplinary procedures concerns (will not generally be handled under this complaints procedure) and outcomes will not be shared with complainants
Head of School or Head of Federation	Chair of Governors	via the school office; mark as private and confidential
any individual governor	Chair of Governors	via the school office;

		mark as private and confidential
Chair of Governors	Vice Chair of Governors	via the school office; mark as private and confidential
whole Governing Board	Clerk to Governors	via the school office; mark as private and confidential; Head of Federation will enlist help of another Governing Board to investigate

2.4 Time scales

You must raise the complaint within three months of the incident or, where a series of associated incidents have occurred, within three months of the last of these incidents. We will consider complaints made outside of this time frame if exceptional circumstances apply.

2.5 Complaints received outside of term time

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

2.6 Concerns

In most circumstances, your initial contact with any sort of question, comment or concern is your child's class teacher. From time to time, you might have a question, comment or concern that you feel is better responded to by a school leader, such as the Head of School (or, at Scholes (Elmet) Primary / Moortown Primary, the Deputy Head of School).

Once your concern is made known to us, we'll see you, or contact you by telephone or in writing, as soon as possible.

If necessary, members of staff know how to refer to the appropriate person with responsibility for your particular issues. Similarly, if necessary, we'll contact appropriate people who may be able to assist us with our enquiries into your concern.

Any actions or monitoring of the situation that has been agreed will be communicated clearly and if appropriate we'll confirm this in writing to you.

We'll normally update you on the progress of our enquiries within **ten** school days. Once we've responded to your concern, you'll have the opportunity of asking for the matter to be considered further.

We'll treat all conversations sensitively and appropriately, and we'll always try hard to resolve any problem that might come up.

If you're still dissatisfied following this informal approach, you may choose to escalate the complaint to the next stage – Complaints: Stage One.

2.7 Complaints: Stage 1

In most circumstances, formal complaints must be made to the Head of School or Head of Federation. (Please refer to the table 2.3 *Who to direct concerns or complaints to* if your complaint is about the Head of School, Head of Federation, a governor or the full Governing Board.)

Raising a formal complaint may be done in person, by telephone or in writing (preferably on a recording form – see *Appendix: Recording form for concerns and complaints*).

The Head of School or Head of Federation will record the date the complaint is received and will acknowledge receipt of the complaint in writing (either by letter or email) within **three** school days.

Within this response, the Head of School or Head of Federation will seek to clarify the nature of the complaint, ask what remains unresolved and what outcome the complainant would like to see. The Head of School or Head of Federation can consider whether a face to face meeting is the most appropriate way of doing this.

The Head of School or Head of Federation may delegate the investigation to another member of Sphere Federation senior leadership team but not the decision to be taken.

During the investigation, the Head of School or Head of Federation (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

At the conclusion of their investigation, the Head of School or Head of Federation will normally provide a formal written response within **fifteen** school days of the date of receipt of the complaint. If the Head of School or Head of Federation is unable to meet this deadline, they will provide the complainant with an update and revised response date.

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 the school will take to resolve the complaint.

The Head of School or Head of Federation will advise the complainant of how to escalate their complaint should they remain dissatisfied with the outcome of Stage 1.

If the complaint is about the Head of Federation or another member of the Governing Board (including the Chair or Vice-Chair), a suitably skilled governor will be appointed to complete all the actions at Stage 1. This may mean the time period before the complainant receives a formal response is longer than fifteen days; we or the investigating officer will update you if this is the case.

If the complaint is jointly about the Chair and Vice Chair of the Governing Board, or the majority of/entire Governing Board, then Stage 1 will be considered by an independent investigator appointed by the Governing Board. At the conclusion of their investigation, the independent investigator will provide a formal written response. This may mean the time period before the complainant receives a formal response is longer than fifteen days; we or the investigating officer will update you if this is the case.

2.8 Complaints: 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. This is a meeting with a panel made up of three impartial members of the Governing Board. IT is the final stage of the complaints procedure.

The panel will not review any new complaints at this stage or consider evidence unrelated to the initial complaint. New complaints must be dealt with as a concern or raised as a complaint at Stage 1.

A request to escalate to Stage 2 must be made to the school office, within **ten** school days of receipt of the Stage 1 response. Requests received outside of this time frame will only be considered if exceptional circumstances apply.

We will record the date the complaint is received and acknowledge receipt of the complaint in writing (either by letter or email) within **three** school days.

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

If the complainant rejects the offer of three proposed dates, without good reason, the school 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 panel 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 panel. If there are fewer than three governors from Sphere Federation available, the school will source any additional, independent governors through another local school or through Leeds Governor Support Services team, or through a multi-academy trust, in order to make up the committee. Alternatively, an entirely independent panel may be convened to hear the complaint at Stage 2. This would include if the complaint is

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

The panel 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). Representatives from the media are not permitted to attend.

At least **ten** school days before the meeting, the school will:

- confirm and notify the complainant of the date, time and venue of the meeting, and that the venue and proceedings are accessible
- request copies of any further written material to be submitted to the committee at least **five** school days before the meeting.

Any written material will be circulated to all parties at least **three** school days before the date of the meeting.

The panel will not accept, as evidence, recordings of conversations that were obtained covertly and without the informed consent of all parties being recorded. Our Home–School Positive Relationships Policy states:

‘Electronic recording of any meeting is not permitted without the consent of all attendees and only in special circumstances where there are communication difficulties. Agreement must be sought from all parties. Any recordings remain private and further sharing is subject to restrictions under the Data Protection Act 2018 and General Data Protection Regulations (EU) 2016/679 (GDPR).’

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 panel will provide the complainant and Sphere Federation school leaders with a full explanation of their decision and the reason(s) for it, in writing, within **five** 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 (see 2.9.4 *Escalating a complaint*).

2.9 Outcomes and next steps

Broadly speaking, there are four conclusions or options which end the complaint process at school level:

2.9.1 Resolving a concern or complaint

At each stage in the concerns and complaints procedures, we want to resolve the complaint. If appropriate, we will acknowledge that the complaint is upheld in whole or in part. In addition, we may offer one or more of the following:

- an explanation
- an admission that the situation could have been handled differently or better
- an assurance that we will try to ensure the event complained of will not recur
- an explanation of the steps that have been or will be taken to help ensure that it will not happen again and an indication of the timescales within which any changes will be made
- an undertaking to review school policies in light of the complaint
- an apology

2.9.2 Closing a complaint

Whilst we will seek to resolve concerns and complaints to the satisfaction of all parties, it may not be possible to achieve this in every case. We will, therefore, use our option to close a complaint once all the stages of the school’s procedures have been exhausted, if this appears to be appropriate.

2.9.3 Withdrawal of a complaint

If a complainant wants to withdraw their complaint, we will ask them to confirm this in writing.

2.9.4 Escalating a complaint

If the complainant believes the school did not handle their complaint in accordance with this policy 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 Sphere Federation. They will consider whether Sphere Federation 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:

www.education.gov.uk/contactus

by telephone:

0370 000 2288

by writing:

Department for Education
Piccadilly Gate
Store Street
Manchester
M1 2WD

3. Supplementary information

Staff and members of the Governing Board receive a copy of this policy and are familiar with the procedures for dealing with parental concerns and complaints. The policy is on the school website and available to parents on request.

Staff and governors receive training in handling parental concerns and complaints as appropriate. This may be on an individual basis, or as a group activity for all staff, or for specific groups, such as the office staff or members of the governing body.

Sphere Federation procedures for managing comments, concerns and complaints are reviewed regularly and updated as necessary.

If other bodies are investigating aspects of the complaint, for example the police, local authority 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 a Sphere Federation 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.

Appendix: Scope of the complaints procedure

This procedure covers all complaints about any provision of community facilities or services by Sphere Federation schools other than complaints that are dealt with under other statutory procedures, including those listed below.

Exceptions	Who to contact
<ul style="list-style-type: none"> • Admissions to schools • Statutory assessments of Special Educational Needs • School re-organisation proposals 	<p>Concerns about admissions, statutory assessments of Special Educational Needs, or school re-organisation proposals should be raised with by email to Leeds City Council: complaints.children@leeds.gov.uk</p>
<ul style="list-style-type: none"> • Matters likely to require a child protection investigation 	<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: lado@leeds.gov.uk or contact Duty and Advice: Report a child protection concern</p>
<ul style="list-style-type: none"> • Exclusion of children from school* 	<p>Further information about raising concerns about exclusion can be found at: www.gov.uk/school-discipline-exclusions/exclusions</p> <p><i>*Complaints about the application of the behaviour policy (known as the Positive Relationships Policy) can be made through the school's complaints procedure.</i></p>
<ul style="list-style-type: none"> • Whistleblowing 	<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: www.education.gov.uk/contactus</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 local authority or the Department for Education (see link above), depending on the substance of your complaint.</p>
<ul style="list-style-type: none"> • Staff grievances 	<p>Complaints from staff will be dealt with under the school's internal grievance procedures.</p>
<ul style="list-style-type: none"> • Staff conduct 	<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"> • Complaints about services provided by other providers who may use school premises or facilities 	<p>Providers should have their own complaints procedure to deal with complaints about service. Please contact them direct.</p>
<ul style="list-style-type: none"> • National Curriculum - content 	<p>Please contact the Department for Education at: www.education.gov.uk/contactus</p>

Appendix: Roles and Responsibilities

The following is guidance around typical roles and responsibilities.

Complainant

The Complainant will receive a more effective response to the complaint if they:

- explain the complaint in full as early as possible
- co-operate with the school in seeking a solution to the complaint
- respond promptly to requests for information or meetings or in agreeing the details of the complaint
- ask for assistance as needed
- treat all those involved in the complaint with respect
- refrain from publicising the details of their complaint on social media and respect confidentiality

Investigator

The Investigator's role is to establish the facts relevant to the complaint by:

- providing a comprehensive, open, transparent and fair consideration of the complaint through:
 - sensitive and thorough interviewing of the complainant to establish what has happened and who has been involved
 - interviewing staff and children/young people and other people relevant to the complaint
 - consideration of records and other relevant information
 - analysing information
- liaising with the complainant and the complaints co-ordinator as appropriate to clarify what the complainant feels would put things right

The Investigator should:

- conduct interviews with an open mind and be prepared to persist in the questioning
- keep notes of interviews or arrange for an independent note-taker to record minutes of the meeting
- ensure that any papers produced during the investigation are kept securely pending any appeal
- be mindful of the timescales to respond
- prepare a comprehensive report for the Head of Federation or Complaints Panel that sets out the facts, identifies solutions and recommends courses of action to resolve problems

The Head of Federation or Complaints Panel will then determine whether to uphold or dismiss the complaint and communicate that decision to the complainant, providing the appropriate escalation details.

Complaints Co-ordinator

This may be the Head of Federation or designated complaints governor or other staff member providing administrative support.

The Complaints Co-ordinator should:

- ensure that the complainant is fully updated at each stage of the procedure
- liaise with staff members, Head of Federation, Chair of Governors, Clerk and other bodies (if appropriate) to ensure the smooth running of the complaints procedure
- be aware of issues regarding:
 - sharing third party information
 - additional support which may be needed by complainants
- keep records

Clerk to the Complaints: Stage 2 panel

The Clerk is the contact point for the complainant and the committee and should:

- ensure that all people involved in the complaint procedure are aware of their legal rights and duties, including any under legislation relating to school complaints, education law, the Equality Act 2010, the Freedom of Information Act 2000, the Data Protection Act (DPA) 2018 and the General Data Protection Regulations (GDPR)
- set the date, time and venue of the meeting, ensuring that the dates are convenient to all parties (if they are invited to attend) and that the venue and proceedings are accessible
- collate any written material relevant to the complaint (for example, stage 1 paperwork, school and complainant submissions) and send it to the parties in advance of the meeting within an agreed timescale
- record the proceedings
- circulate the minutes of the meeting
- notify all parties of the committee's decision

Complaints: Stage 2 Panel Chair

This person is nominated in advance of the complaint meeting and should ensure that:

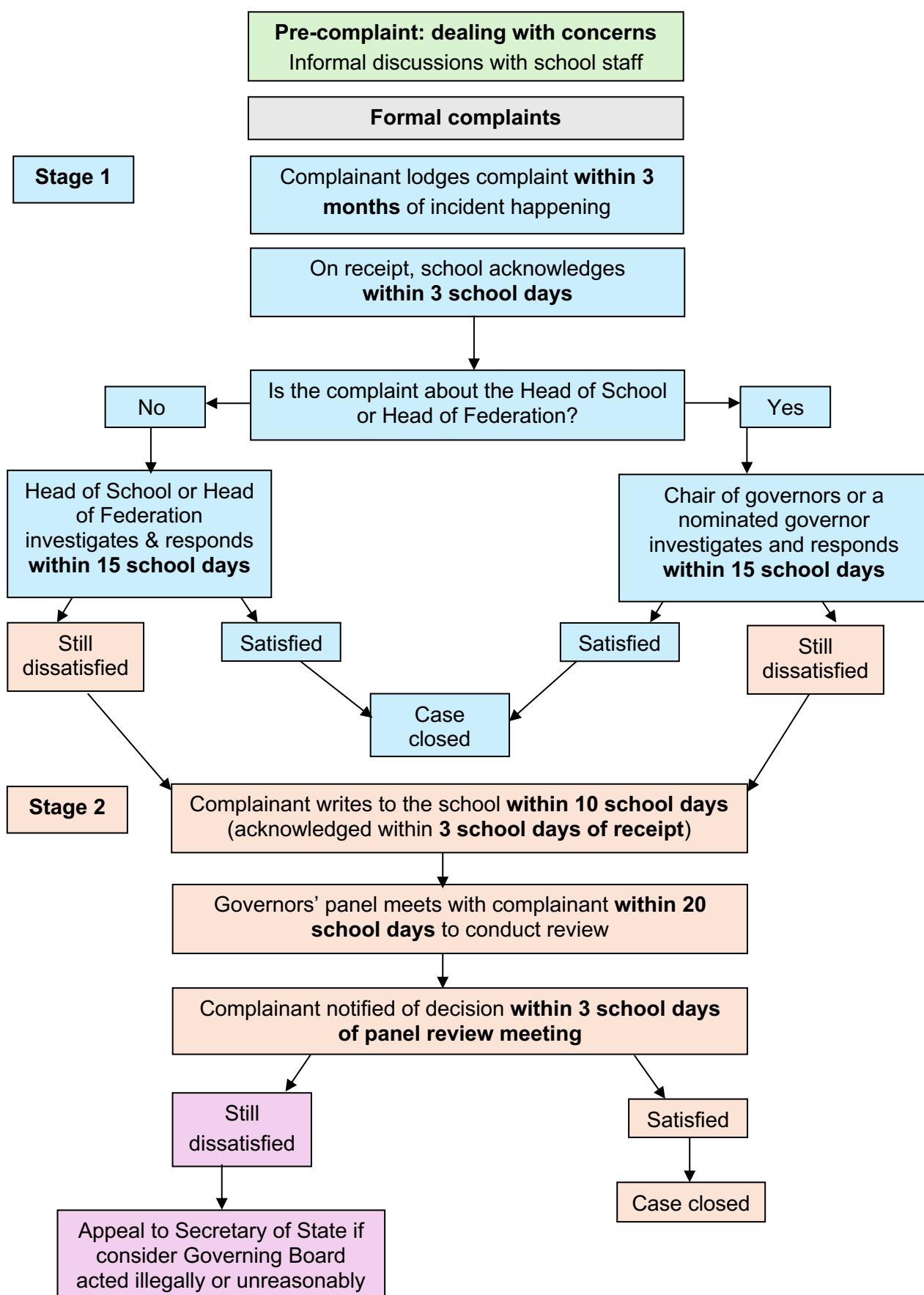
- both parties are asked (via the Clerk) to provide any additional information relating to the complaint by a specified date in advance of the meeting
- the meeting is conducted in an informal manner, is not adversarial, and that, if all parties are invited to attend, everyone is treated with respect and courtesy
- complainants who may not be used to speaking at such a meeting are put at ease
- the remit of the committee is explained to the complainant
- written material is seen by everyone in attendance, provided it does not breach confidentiality or any individual's rights to privacy under the DPA 2018 or GDPR; if a new issue arises it would be useful to give everyone the opportunity to consider and comment upon it; this may require a short adjournment of the meeting
- both the complainant and the school are given the opportunity to make their case and seek clarity, either through written submissions ahead of the meeting or verbally in the meeting itself
- the issues are addressed
- key findings of fact are made
- the committee is open-minded and acts independently
- no member of the committee has an external interest in the outcome of the proceedings or any involvement in an earlier stage of the procedure
- the meeting is minuted
- they liaise with the Clerk (and Complaints Co-ordinator, if the school has one)

Complaints: Stage 2 Panel Member

Panel Members should be aware that:

- the meeting must be independent and impartial, and should be seen to be so; no governor may sit on the committee if they have had a prior involvement in the complaint or in the circumstances surrounding it
- the aim of the meeting should be to resolve the complaint and achieve reconciliation between the school and the complainant; we recognise that the complainant might not be satisfied with the outcome if the meeting does not find in their favour; it may only be possible to establish the facts and make recommendations.
- many complainants will feel nervous and inhibited in a formal setting; parents/carers often feel emotional when discussing an issue that affects their child
- we would not normally include a child in an investigation; if we did, panel members should ensure careful consideration of the atmosphere and proceedings in order to ensure that the child does not feel intimidated
- the welfare of the child is paramount

Appendix: dealing with concerns and complaints – flowchart



Appendix: Policy for serial, unreasonable concerns and/or complaints and complaint campaigns

Managing serial and unreasonable concerns and/or complaints

We are 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 a Sphere Federation 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. Please refer to our *Home-School Positive Relationships Policy* for further detail.

We define 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:

- refuses to articulate their complaint or specify the grounds of a complaint or the outcomes sought by raising the complaint, despite offers of assistance
- refuses to co-operate with the investigation process for a concern or complaint
- refuses to accept that certain issues are not within the scope of the procedure for concerns or complaints
- insists on the concern or complaint being dealt with in ways which are incompatible with the procedures set out in the *Policy for comments, concerns and complaints* or with good practice
- introduces trivial or irrelevant information which they expect to be taken into account and commented on
- raises large numbers of detailed but unimportant questions, and insists they are fully answered, often immediately and to their own timescales
- makes unjustified comments or complaints about staff who are trying to deal with the issues, and seeks to have them replaced
- changes the basis of the concern or complaint as the investigation proceeds
- repeatedly raises the same comment(s), concern(s) or complaint(s) (despite, for example, previous investigations or responses concluding that the complaint is groundless or has been addressed)
- refuses to accept the findings of the investigation into that concern or complaint where the school's complaint procedure has been fully and properly implemented and completed including referral to the Department for Education
- seeks an unrealistic outcome
- makes excessive demands on school time by frequent, lengthy and complicated contact with staff regarding the concern or complaint in person, in writing, by email and by telephone while the concern or complaint is being dealt with
- uses threats to intimidate
- uses abusive, offensive or discriminatory language or violence
- knowingly provides falsified information
- 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 Head of Federation or Chair of Governors will discuss any concerns with the complainant informally before applying an '*unreasonable*' marking.

If the behaviour continues, the Head of Federation will write to the complainant explaining that their behaviour is unreasonable and ask them to change it. For complainants who excessively contact one or more Sphere Federation schools, 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 one or all Sphere Federation schools.

Policy for managing complaint campaigns

Occasionally, we may become the focus of a campaign and receive large volumes of complaints all based on the same subject and/or from complainants unconnected with the school. If this happens, we may:

- send a template response to all complainants, or
- publish a single response on the school's website

Appendix: Recording form for concerns and complaints



Scholes (Elmet) Primary
St James' CE Primary
Moortown Primary

Recording form

Personal details:

Name:	
Relationship to school: (eg parent, neighbour)	
Address: (inc postcode)	
Email:	
Daytime telephone:	
Evening telephone:	
Name of child(ren) and year group(s): (if applicable)	

Please give details of the problem or issue:

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What action, if any, have you already taken to try to resolve your problem?
Who did you speak with? When? What was the response?

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

Signature:	
Date:	

Official use:

Date of acknowledgement:	
By whom:	
Referred to:	
Date:	