Borden Grammar School

Complaints Procedure Guidance

ℹ️ **QUICK GUIDE: IS YOUR CONCERN "IN SCOPE"?**
Before following this procedure, please check whether your concern falls under this policy or requires a specialized pathway:

✅ IN SCOPE (Follow this Flowchart):
- General teaching and classroom concerns
- Communication, administrative, or facility issues
- Behaviour management and general pupil welfare

🛑 OUT OF SCOPE (Follow Dedicated School Policies):
- Safeguarding & Child Protection ➔ Follow Safeguarding Policy
- Admissions ➔ Follow Admissions Policy
- Suspensions & Permanent Exclusions ➔ Follow Exclusion Policy
- Statutory Special Educational Needs (SEN) ➔ Contact SENDCo / SEN Policy
- Staff Grievances or Disciplinary Matters ➔ Covered under internal HR policies
- Anonymous Complaints ➔ Refer to Whistle-blowing Policy
- External Venue Hirers / Third Parties ➔ Contact the provider directly

💡 Unsure where your concern fits? Contact the School Office for guidance before submitting.

Parent has a concern or complaint

Is the complaint in scope & raised within 3 months?

No → Follow specialised policy e.g. Admissions, Exclusions, Safeguarding

Yes → **Is the complaint about the Headteacher or Trustees?**

Yes → Submit directly to Clerk to the Trustees → Follows the same stages and process but with an independent trustee or investigator depending on whom the complaint is regarding

No → **STAGE 1: INFORMAL ROUTE** → Raise concern with relevant staff such as a Teacher, Tutor, Head of Dept, Office Manager or Head of Year

School acknowledges in 2 school days & responds in 10 school days

Issue Resolved?

Yes → **Complaint Closed**

No → **Continued - STAGE 1: INFORMAL ROUTE**

Depending on staff position that the concern has already been raised with, where possible raise the concern now with line manager/dept lead (see info <-). Acknowledges in 2 school days and responds in 10 school days

ℹ️ **INFO: IS YOUR CONCERN ABLE TO BE ESCALATED TO THE NEXT LINE LEAD?**
If you have raised a concern with a member of staff during Stage 1 and feel that the issue has not been resolved, see below to find out if there is another member of staff to escalate the concern to before going to Stage 2:

- Classroom Issue ➔ Head of Department (if teacher is the previous) ➔ Line Manager of HOD (if HOD is the previous - please contact the office to confirm which member of Leadership should be contacted)
- Attendance/Behaviour/Pastoral Concern ➔ Head of Year (if form tutor/attendance officer is previous) ➔ Assistant Headteacher - Mrs Powell (Pastoral/Behaviour KS3 & 4, Attendance)/Mr Brinn (Pastoral/Behaviour KS5)
- Curriculum ➔ Deputy Headteacher - Mr Mulligan
- First Aid/Medical/Office Concern - PA to the Headteacher - Miss Dixon
- Teaching & Learning ➔ Assistant Headteacher - Mr Westby
- Wellbeing ➔ Assistant Headteacher - Mrs Brooker

Issue Resolved?

Yes → **Complaint Closed**

No → **STAGE 2: FORMAL ROUTE** → Submit formal complaint in writing to Headteacher using Appendix A form

Headteacher acknowledges in 5 school days & responds in 20 school days

Issue Resolved?

Yes → **Complaint Closed**

No → **STAGE 3: TRUSTEE REVIEW** → Escalate in writing to Clerk to Trustees within 5 school days

Panel hearing arranged within 10 school days; papers sent 5 school days prior → Written panel outcome sent within 10 school days of hearing → **Complaint Closed**

If you believe the complaint has not been handled appropriately please refer externally to the Department of Education (please note this is not a part of the resolution process and the DfE will not review the complaint, but how the complaint was managed and the complaint will still be closed)