



Whitburn Church of England Academy

Complaints Policy

Preface

The Academy Vision and Values can be found here:

<https://www.whitburncofeacademy.org/about-us/academy-ethos.html>

This policy and its associated procedures are based on these key principles and values.

Introduction

Whitburn Church of England Academy prides itself on the quality of education provided for its student. We endeavour to always provide “Excellence for all” in an open and transparent environment. We welcome any feedback that we receive from parents/carers, students and others, and we accept that not all of this will be positive. However, this feedback provides valuable information for the Academy’s Senior Management Team so that services can be improved.

Where concerns are raised the school intends for these to be dealt with:

- Fairly
- Openly
- Promptly
- Without Prejudice

Who can make a complaint?

This complaints procedure is not limited to parents or carers of children that are registered at the school. Any person, including members of the public, may make a complaint to Whitburn Church of England Academy 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 complaints procedure.

The difference between a concern and a complaint

- **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’.

It is in everyone’s interest that concerns and complaints are resolved at the earliest possible stage. Many issues can be resolved informally, without the need to use the formal stages of the complaints procedure. Whitburn Church of England Academy takes concerns seriously and will make every effort to resolve the matter as quickly as possible.

If you have difficulty discussing a concern with a particular member of staff, we will respect your views. In these cases, the Principal's PA, will refer you to another staff member. Similarly, if the member of staff directly involved feels unable to deal with a concern, a member of the Senior Management team will refer you to another staff member. The ability to consider the concern objectively and impartially is more important.

We understand however, that there are occasions when people would like to raise their concerns formally. In this case, Whitburn Church of England Academy will attempt to resolve the issue internally, through the stages outlined within this procedure.

For the purpose of this policy, "duplicate complaints" are identical complaints received from a complainant's spouse, partner or child. These complaints will not be addressed again and the individual making the second complaint will be informed that the complaint has been dealt with on a local level. If the individual is dissatisfied with the result, they can contact the Department for Education, as outlined in Next Steps. Any new details provided by a complainant's spouse, partner or child, however, will be investigated and managed in line with the procedure.

How to raise a concern or make a complaint

A concern or complaint can be made in person, in writing (see the formal Complaints form on page 14) or by telephone. They may also be made by a third party acting on behalf on a complainant, as long as they have appropriate consent to do so.

- **Complaints against school staff (except the Principal)** should be made in the first instance, to the Principal via the School Office. If this is in writing, please mark the envelope as Private and Confidential.
- **Complaints that involve or are about the Principal** should be addressed to Mrs A Tobin (Chair of Governing Body), via the School Office. If this is in writing, please mark the envelope as Private and Confidential.
- **Complaints about the Chair of Governing Body, any individual Director or the whole Governing Body** should be addressed to Mrs S Olsen, Governance Professional and Secretary to the Board, Governor Support Service, Town Hall, South Shields, NE33 3RL. If this is in writing, please mark the envelope as Private and Confidential.

In accordance with equality law, we will consider making reasonable adjustments if required, to enable complainants to access and complete this complaints procedure. For instance, providing information in alternative formats, assisting complainants in raising a formal complaint or holding meetings in accessible locations.

Anonymous complaints

We will not normally investigate anonymous complaints. However, the Principal or Chair of Governing Body, if appropriate, will determine whether the complaint warrants an investigation.

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 in exceptional circumstances apply.

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.

Scope of this procedure

This procedure covers all complaints about any provision of community facilities or services by Whitburn Church of England Academy, 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 school • School re-organisation proposals • Statutory assessments of Special Educational Needs 	<p>Concerns about Admissions should be handled through the Admissions Appeals process.</p> <p>School re-organisation proposals or statutory assessments of Special Educational Needs should be handled via the Local Authority.</p>
<p>Matters likely to require a Child Protection Investigation</p>	<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 or the Multi-Agency Safeguarding Hub (MASH).</p> <p>South Tyneside Local Authority Designated Officer is Angela Nolan, Tel 0191 424 4701.</p>

<p>Exclusion of children from school*</p>	<p>Further information about raising concerns about exclusion can be found at: www.gov.uk/school-discipline-exclusions/exclusions.</p> <p>*Complaints about the application of the behaviour policy can be made through the school’s complaints procedure. School policies can be found on the school website https://www.whitburncofeacademy.org/about-us/policies.html</p>
<p>Whistleblowing</p>	<p>We have an internal whistleblowing procedure for all our employees, including temporary staff and contractors. The Secretary of State for Education is the prescribed person for matters relating to education for whistle-blowers in education who do not want to raise matters direct with their employer.</p> <p>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>
<p>Staff grievances</p>	<p>Complaints from staff will be dealt with under the school’s internal grievance procedures.</p>
<p>Staff conduct</p>	<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>

If other bodies are investigating aspects of the complaint, for example the Police, Local Authority (LA) 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 this happens, we will inform you of a proposed new timescale.

If a complainant commences legal action against Whitburn Church of England Academy in relation to their complaint, we will consider whether to suspend the complaints procedure until those legal proceedings have concluded.

Resolving complaints

At each stage in the procedure, Whitburn Church of England Academy wants 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

Withdrawal of a complaint

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

Stage 1 – Informal complaints

It is to be hoped that most concerns can be expressed and resolved on an informal basis.

- Informal concerns should be raised with either the Pastoral Lead, Head of Subject or Principal.
- Complainants should not approach individual Directors 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 3 of the procedure.
- If the issue remains unresolved, the next step is to make a formal complaint.

Stage 2 – Formal complaints

A formal complaint must be made to the Principal (unless they are about the Principal) via the Principal's PA tlennox@whitburncofeacademy.org

- This should be done in writing, preferably using the **Complaint form which is provided on page 14 of this Policy.**
- The complainant should outline the nature of the complaint and what actions they feel might resolve the problem at this stage.
- Complainants should not approach individual Directors 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 3 of the procedure.

- Complainants should 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.
- The Principal's PA will record the date that the written complaint is received and will acknowledge receipt of the complaint in writing (either by letter or email) within 5 school days (excluding those that fall in the school holidays).

If appropriate, the Principal or their delegate*, will seek to clarify the nature of the complaint, determine what remains unresolved and what outcome the complainant would like to see. The Principal can consider whether a face to face meeting is the most appropriate way of doing this.

***Note:** The Principal may delegate the investigation to another member of the School's Senior Leadership team but not the decision to be taken.

During the investigation, the Principal (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 Principal will:

- Provide a formal written response within 15 school days (excluding those that fall in the school holidays) of the date of receipt of the complaint.
- If the Principal is unable to meet this deadline, they will provide the complainant with an update and revised response date.

The formal written 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 any action that Whitburn Church of England Academy will take to resolve the complaint.
- The Principal will advise the complainant of how to escalate their complaint to Stage 3 should they remain dissatisfied with the outcome of Stage 2.

If the complaint is about the Principal, or a member of the Governing Body (including the Chair or Vice-Chair), a suitably skilled Director will be appointed to complete all the actions at Stage 2.

Complaints about the Principal or member of the Governing Body must be made to the Governance Professional and Secretary to the Board, via the Principal's PA at Whitburn Church of England Academy, this can be done via email tlennox@whitburncofeacademy.org or contacting Mrs Lennox via the school office on 0191 5293712.

If the complaint is:

- Jointly about the Chair and Vice Chair or
- The entire Governing Body or
- The majority of the Governing Body
- Then Stage 2 will be considered by an independent investigator appointed by the Governing Body. At the conclusion of their investigation, the independent investigator will provide a formal written response.

Stage 3 – Panel Hearing

If the complainant is dissatisfied with the outcome at Stage 2 and wishes to take the matter further, they can escalate the complaint to Stage 3.

- A panel hearing will consist of two Directors and one independent member.
- All three panel members will have no prior knowledge of the content of the complaint.
- This is the final stage of the complaints procedure.

A request to escalate to Stage 3 must be made to the Principals' PA at Whitburn Church of England Academy

This can be done by contacting the Principal's PA, Mrs Lennox:

- via email tlennox@whitburncofeacademy.org
- via telephone on 0191 5293712.
- This request must be made within 5 school days of receipt of the Stage 2 response.
- The Principal's PA will then liaise with the Governance Professional and Secretary to the Board to convene a Stage 3 Panel Hearing.
- Requests received outside of this time frame will only be considered if exceptional circumstances apply.

The Governance Professional and Secretary to the Board will

- Record the date the request for Stage 3 hearing is received and acknowledge receipt of this in writing (either by letter or email) within 5 school days (excluding those that fall in the school holidays).
- The Governance Professional and Secretary to the Board will write to the complainant to inform them of the date of the meeting. They will aim to convene a meeting within 20 school days of receipt of the Stage 3 request. If this is not possible, the Governance Professional and Secretary to the Board will provide an anticipated date and keep the complainant informed.

- If the complainant rejects the offer of three proposed dates, without good reason, the Governance Professional and Secretary to the Board 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.
- A complainant may bring someone along to the panel meeting only 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.

Note: Complaints about staff conduct will not generally be handled under this complaints procedure. Complainants will be advised that any staff conduct complaints will be considered under staff disciplinary procedures, if appropriate, but outcomes will not be shared with them.

Representatives from the media are not permitted to attend.

If the complaint is

- Jointly about the Chair and Vice Chair or
- The entire Governing Body or
- The majority of the Governing Body
- Then Stage 3 will be heard by a completely independent committee panel

At least 5 school days before the meeting, the Governance Professional and Secretary to the Board will

- confirm and notify the complainant of the date, time and venue of the meeting, ensuring that, if the complainant is invited, the dates are convenient to all parties and that the venue and proceedings are accessible
- request copies of any further written material to be submitted to the committee at least 5 school days before the meeting.
- Any written material will be circulated to all parties at least 5 school days before the date of the meeting. The committee will not normally accept, as evidence, recordings of conversations that were obtained covertly and without the informed consent of all parties being recorded.
- The committee will also not review any new complaints at this stage or consider evidence unrelated to the initial complaint to be included. New complaints must be dealt with from Stage 1 of the procedure.

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 and 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 Committee will provide the complainant and Whitburn Church of England Academy

- With a full explanation of their decision and the reason(s) for it, in writing, within 5 school days (except those that fall within the school holidays).
- 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 by Whitburn Church of England Academy. 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 Whitburn Church of England Academy will take to resolve the complaint.

The panel will ensure that those findings and recommendations are sent by electronic mail or otherwise given to the complainant and, where relevant, the person complained about. Furthermore, they will be available for inspection on the school premises by the proprietor and the Principal.

A written record will be kept of all complaints, and of whether they are resolved at the preliminary stage or proceed to a panel hearing, along with what actions have been taken, regardless of the decision.

All correspondence, statements and records relating to individual complaints will be kept confidential except where the Secretary of State or a body conducting an inspection under section 109 of the 2008 Act requests access to them.

Next Steps

If the complainant believes the school did not handle their complaint in accordance with the published complaints procedure 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 3.

The Department for Education will not normally reinvestigate the substance of complaints or overturn any decisions made by Whitburn Church of England Academy. They will consider whether Whitburn Church of England Academy 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 at: www.education.gov.uk/contactus, by telephone on: 0370 000 2288 or by writing to: Department for Education Piccadilly Gate Store Street Manchester M1 2WD.

Unreasonable complaints

Whitburn Church of England Academy is committed to dealing with all complaints fairly and impartially.

- If the complainant tries to reopen the same issue, the Academy can inform them in writing that the procedure has been exhausted and that the matter is now closed.
- If the complainant writes again on the same issue, then the correspondence may be recognised as vexatious and there will be no obligation on the part of the Academy to respond.

Please see Appendix A for further details of how Unreasonable Complaints and Unreasonable Behaviour will be dealt with and examples of complaints and behaviour which will not be tolerated.

Appendix A

Most complaints raised will be valid, and therefore we will treat them seriously. However, a complaint may become unreasonable if the person:

- 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 complaints investigation process.
- Refuses to accept that certain issues are not within the scope of the complaints procedure.
- Insists on the complaint being dealt with in ways which are incompatible with the complaints procedure or with good practice.
- Introduces trivial or irrelevant information that 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 complaints about staff who are trying to deal with the issues, and seeks to have them replaced.
- Changes the basis of the complaint as the investigation proceeds.
- Repeatedly makes the same complaint (despite previous investigations or responses concluding that the complaint is groundless or has been addressed).
- Refuses to accept the findings of the investigation into that 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 complaint in person, in writing, by email and by telephone while the 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.

Please note: the above list is not intended to be exhaustive and is for guidance purposes only. It is at the discretion of the school what is deemed to be unreasonable.

Steps we will take

We will take every reasonable step to address the complainant's comments and give them a clear statement of our position and their options. We will maintain our role as an objective arbiter throughout the process, including when we meet with individuals. We will follow our complaints procedure as normal.

Whenever possible, the Principal or Chair of Governors will discuss any concerns with the complainant informally before applying an 'unreasonable' marking. If the behaviour continues, the Principal will write to the complainant explaining that their behaviour is unreasonable, refer them to this policy and remind them to act in accordance with it.

For complainants who excessively contact the school causing a significant level of disruption, we may

- Give the complainant a single point of contact via an email address
- Limit the number of times the complainant can make contact, such as a fixed number per term
- Ask the complainant to engage a third party to act on their behalf, such as Citizens Advice
- Put any other strategy in place as necessary

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 school premises and ensuring appropriate measures of support are provided to staff where they are the subject of aggression and/or violence.

Serial/persistent complaints

If the complainant contacts the school again on the same issue, the correspondence may then be viewed as 'serial' or 'persistent'.

We may stop responding to the complainant when the following conditions are met

- We have taken every reasonable step to address the complainant's concerns.
- The complainant has been given a clear statement of our position and their options.
- The complainant contacts the school repeatedly, making substantially the same points each time.

The case to stop responding is stronger if

- The complainant's communications are often or always abusive or aggressive.
- The complainant makes insulting personal comments about or threats towards staff.

- We have reason to believe the individual is contacting the school with the intention of causing disruption or inconvenience

Where we decide to stop responding, we will inform the individual that we intend to do so. We will also explain that we will consider any new complaints they make provided the concerns raised are materially different to those raised previously and/or are unconnected to the previous concern

Complaint campaigns

Where the school receives a large volume of complaints about the same topic or subject, especially if these come from complainants unconnected with the school, the school may respond to these complaints by:

- Publishing a single response on the school website
- Sending a template response to all of the complainants

If complainants are not satisfied with the school's response, or wish to pursue the complaint further, the normal procedures will apply.



Whitburn Church of England Academy Complaint Form

Please complete and return to the Principal's PA via tlennox@whitburncofeacademy.org or addressed to Mrs Lennox via the Main School Office. The Principal's PA will acknowledge receipt and explain what action will be taken.

Your name:	
Student's name (if relevant):	
Your relationship to the student (if relevant):	
Address & Postcode:	
Telephone number:	Email address:
Please give details of your complaint, including whether you have spoken to anybody at the school about it.	
What actions do you feel might resolve the problem at this stage?	
Are you attaching any paperwork? If so, please give details.	
Signature:	Date:
Office Use: Date acknowledgement letter sent:	
Office Use: Complaint referred to:	
Office Use: Date response issued & how:	

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.
- Do not approach individual Directors 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 3 of the procedure.
- Limit 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.

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 Principal or complaints committee that sets out the facts, identifies solutions and recommends courses of action to resolve problems.

The Principal or complaints committee 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 should

- Ensure that the complainant is fully updated at each stage of the procedure.
- Liaise with staff members, Principal, Chair of Governing Body or the Governance Professional and Secretary to the Board and to ensure the smooth running of the Complaints procedure.

be aware of issues regarding

- Sharing third party information.
- Additional support. This may be needed by complainants when making a complaint including interpretation support or where the complainant is a child or young person.
- Keep records.

Governance Professional and Secretary to the Board / Trust Board 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.

Committee Chair, who is nominated in advance of the complaint meeting, should ensure that

- Both parties are asked (via the Governance Professional and Secretary to the Board) 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. This is particularly important if the complainant is a child/young person.
- 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 Governance Professional and Secretary to the Board (and complaints co-ordinator, if the school has one).

Committee members should be aware that

- The meeting must be independent and impartial, and should be seen to be so.
- No Director 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.
- 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.
- Extra care needs to be taken when the complainant is a child/young person and present during all or part of the meeting.
- Careful consideration of the atmosphere and proceedings should ensure that the child/young person does not feel intimidated.
- The committee should respect the views of the child/young person and give them equal consideration to those of adults
- If the child/young person is the complainant, the committee should ask in advance if any support is needed to help them present their complaint. Where the child/young person's parent is the complainant, the committee should give the parent the opportunity to say which parts of the meeting, if any, the child/young person needs to attend.
- However, the parent should be advised that agreement might not always be possible if the parent wishes the child/young person to attend a part of the meeting that the committee considers is not in the child/young person's best interests.
- The welfare of the child/young person is paramount.

Complaints Policy		
Linked to		
<ul style="list-style-type: none"> • Data Protection Policy (GDPR) • Safeguarding and Child Protection Policy 		
<p>This Policy is on a 3-year review cycle (unless any changes are required prior to this date). The last approved policy date is shown on the table below.</p>		
Creation Date	Version	Status
1 st February 2022	1	Governing Body approved re-written policy
Revision Date		
23 rd March 2022	2	Governing Body requested further tweaks
17 th May 2022	2	Approved by the Governing Body
28 th January 2025	3	Approved by the Governing Body