



St Mary Redcliffe
and Temple School

Complaints Policy

Approved by	Full Governing Body	Date July 2026
Last reviewed	January 2025	
Next review due	July 2027	

1. Aims

Our school aims to meet its statutory obligations when responding to complaints from parents/carers of students at the school, and others.

When responding to complaints, we aim to:

- Be impartial and non-adversarial.
- Facilitate a full and fair investigation by an independent person or panel where necessary.
- Address all the points at issue and provide an effective and prompt response.
- Respect complainants' desire for confidentiality.
- Treat complainants with respect and courtesy.
- Make sure that any decisions we make are lawful, rational, reasonable, fair, and proportionate, in line with the principles of administrative law.
- Keep complainants informed of the progress of the complaints process.
- Consider how the complaint can feed into the school improvement evaluation processes.

We try to resolve concerns or complaints by informal means wherever possible. Where this is not possible, formal procedures will be followed.

The school will aim to give the complainant the opportunity to complete the complaints procedure in full.

To support this, we will make sure we publicise the existence of this policy and make it available on the school website.

Throughout the process, we will be sensitive to the needs of all parties involved, and make any reasonable adjustments needed to accommodate individuals. This approach is rooted in our mission and vision: **Each member of our school community is created by God, and our aim is to achieve our full potential (being fully alive). All we do is rooted in this hope of who we are as people and who we can become. We are particularly inspired by Irenaeus' 'the glory of God is a human being fully alive' which comes from Jesus' 'I have come that you might have life and life in all its fullness' (John 10:10).**

Our **three circles** are very important to the realisation of our vision and mission of every member of our community being 'fully Alive'.



2. Legislation and Guidance

This document meets the requirements of Section 29 of the Education Act 2002, which states that schools must have and make available a procedure to deal with all complaints relating to their school and to any community facilities or services that the school provides.

It is also based on guidance for schools on complaints procedures from the Department for Education (DfE), including the model procedure, and model procedure for dealing with serial and unreasonable complaints.

3. Definitions and Scope

Definitions

The DfE guidance explains the difference between a concern and a complaint:

- A concern is defined as “an expression of worry or doubt over an issue considered to be important for which reassurances are sought”.
- A complaint is defined as “an expression of dissatisfaction however made, about actions taken or a lack of action”.

Scope

The school intends to resolve complaints informally where possible, at the earliest possible stage.

There may be occasions when complainants would like to raise their concerns formally. This policy outlines the procedure relating to handling such complaints.

This policy does **not** cover complaints procedures relating to:

- Admissions
- Curriculum
- Collective Worship
- Statutory Assessments of Special Educational Needs (SEN)
- Safeguarding matters
- Exclusions
- Whistleblowing
- Staff Grievances
- Staff Discipline
- School Re-Organisation proposals

Refer to our separate policies for procedures relating to these types of complaint. Complaints about services provided by other providers who use school premises or facilities should be directed to the provider concerned. Details can be found in Appendix 1.

Part 1: Complaints Procedure for Parents/Carers

4. Roles and Responsibilities

The Complainant

The Complainant will get a more effective and timely response to their complaint if they:

- Follow these procedures.

- Cooperate with the school throughout the process and respond to deadlines and communication promptly.
- Ask for assistance as needed.
- Treat all those involved with respect.
- Not publish details about the complaint on social media.

The Investigator

An individual will be appointed to investigate the complaint and establish the facts. They will:

- Interview all relevant parties, keeping notes.
- Consider records and any written evidence and keep these securely.
- Prepare a comprehensive report to the Headteacher or Complaints Committee which includes the facts and potential solutions.

The Complaints Coordinator

The Complaints Coordinator can be:

- The Headteacher.
- The designated Complaints Governor.
- Any other staff member providing administrative support.

The Complaints Coordinator will:

- Keep the Complainant up to date at each stage in the procedure.
- Make sure the process runs smoothly by liaising with staff members, the Headteacher, Chair of Governors, Clerk, and Local Authority.
- Be aware of issues relating to:
 - Sharing third party information.
 - Additional support needed by complainants, for example interpretation support or where the complainant is a child or young person.
- Keep records.

Clerk to the Governing Body

The Clerk will:

- Be the contact point for the Complainant and the Complaints Committee, including circulating the relevant papers and evidence before Complaints Committee meetings. This will be composed of three Governors with no previous knowledge of the complaint; ideally these should not be Governors with students in the year group/s involved.
- Arrange the Complaint Hearing.
- Record and circulate the minutes and outcome of the hearing.

Committee Chair

The Committee Chair will:

- Chair the meeting, ensuring that everyone is treated with respect throughout.
- Make sure all parties see the relevant information, understand the purpose of the Committee, and are allowed to present their case.

5. Principles for Investigation

When investigating a complaint, we will try to clarify:

- What has happened.
- Who was involved.

- What the Complainant feels would put things right.

Time scales

The Complainant must raise the complaint within 3 months of the incident. If the complaint is about a series of related incidents, they must raise the complaint within 3 months of the last incident.

We will consider exceptions to this time frame in circumstances where there were valid reasons for not making a complaint at that time and the complaint can still be investigated in a fair manner for all involved.

When complaints are made out of term time, we will consider them to have been received on the first school day after the holiday period.

If at any point we cannot meet the time scales we have set out in this Policy, we will:

- Set new time limits with the Complainant.
- Send the Complainant details of the new deadline and explain the delay.

6. Stages of Complaint (not Complaints against the Headteacher or Governors)

6.1 Stage 1: Informal

The school will take informal concerns seriously and make every effort to resolve the matter quickly. It may be the case that the provision or clarification of information will resolve the issue.

The Complainant should raise the complaint as soon as possible with the relevant member of staff or the Headteacher as appropriate, either in person or by letter, telephone, or relevant email. If the Complainant is unclear who to contact or how to contact them, they should contact school Reception by phone 0117 377 2100 or email enquiries@smrt.bristol.sch.uk.

6.1.1 Most enquiries and concerns can be dealt with satisfactorily by the class teacher or tutor without the need to resort to the formal procedure. We value informal meetings and discussions and encourage parents/carers to approach staff with any concerns they may have and aim to resolve all issues with open dialogue and mutual understanding.

6.1.2. It is always helpful if parents/carers can fully explain the nature of the concern and identify the outcome they are looking for. Where appropriate, parents/carers may be invited to an informal meeting with the member of staff most appropriate for dealing with that concern. The member of staff dealing with the concern will make sure that you are clear on what action (if any) has been agreed. This may be put in writing if appropriate.

6.1.3. If the matter is brought to the attention of the Headteacher they may decide to deal with your concerns directly at this stage. If the concerns are about the Headteacher these should be referred directly to the Clerk to the Governing Body, clerk@smrt.bristol.sch.uk, under Stage 2.

6.1.4. There is no suggested timescale for resolution at this stage given the importance of dialogue through informal discussion, although it would be expected that most issues will be

resolved within 15 school days. Where no satisfactory solution has been found, you will be advised that if you wish your concerns to be considered further you should write to the Headteacher under Stage 2 of this procedure within 15 school days.

6.2 Stage 2: Formal Written Complaints

6.2.1 If your concerns are not resolved under Stage 1, you should put your complaint in writing and send this to the Headteacher.

6.2.2 It is very important that you include a clear statement of the actions that you would like us to take to resolve your complaint. We strongly encourage you to use the Complaint Form provided at Appendix 2 of this procedure. If you require help in completing the form, please contact our Visitor Reception. You can also ask third party organisations like the Citizens Advice to help you. In all cases your written complaint must include:

- The nature of the complaint.
- Details of how the matter has been dealt with so far.
- The names of potential witnesses, dates and times of events and copies of all relevant documents.
- A clear statement of the actions that you would like us to take to resolve your complaint.

6.2.3 Your complaint will normally be acknowledged in writing within 5 school days of receipt. The acknowledgement will give a brief explanation of the school's Complaints Policy and a target date for providing a response to the complaint. This will normally be within 15 school days of receipt.

6.2.4 If appropriate, the Headteacher (or someone appointed by them) may invite you to a meeting to clarify your complaints and to explore possible resolutions. If you accept that invitation, you may be accompanied by one other person, such as a friend, relative, advocate, or interpreter, to assist you. You must inform the school of the identity of your companion in advance. In certain circumstances, the school may need to refuse a request for a particular individual to attend any such meeting – for example, if there is a conflict of interest. If this is the case, the school will notify the Complainant as soon as they are aware, so that the Complainant has the opportunity to arrange alternative accompaniment. Where possible, this meeting will take place within 10 school days of receipt of the written complaint.

6.2.5 If necessary, witnesses will be interviewed and statements taken from those involved. If the complaint centres on a student, the student should also be interviewed. Students should normally be interviewed with their Parent/Carer present, but if this would seriously delay the investigation of a serious or urgent complaint or if the student has specifically said that s/he would prefer that their Parents/Carers were not involved, another member of staff with whom the student feels comfortable should be present. If the matter includes a complaint relating to a member of staff, the member of staff must have the opportunity to respond to the complaint.

6.2.6 Once the relevant facts have been established as far as possible, you will be provided with a written response to the complaint, including an explanation of the decision and the reasons for it. This will include what action will be taken to resolve the complaint (if any). You

will be advised that if you are dissatisfied with the outcome of the complaint, you may request that your complaint be heard by the Complaints Committee under Stage 3 of this procedure.

Stage 3: Referral to the Complaints Committee

6.3.1 If you are dissatisfied with the decision under Stage 2, you may request that a Complaints Committee be convened to consider your complaint. The Complaints Committee will not review any new complaints at this stage or consider evidence unrelated to the initial complaint. New complaints must be dealt with from Stage 1 of the procedure.

6.3.2 To request a hearing before the Complaints Committee, you should write to the Clerk to the Governing Body, clerk@smrt.bristol.sch.uk, within 10 school days of receiving notice of the outcome of Stage 2. Requests received outside of this time frame will only be considered if exceptional circumstances apply. You should ensure that you provide copies of all relevant documents and state all the grounds for your complaint and the outcome that you are looking for.

6.3.3 Your written request will be acknowledged within 5 school days of receipt.

6.3.4 The Clerk will arrange for a Complaints Committee to be convened, made up of three members. The review panel consists of the first three members of the Governing Body available, who don't have direct knowledge of the complaint. These individuals will have access to the existing record of the complaint's progress (see Section 10). The Governors will select a panel chair from among themselves. If there are not enough impartial Governors available, we will seek panel members from other schools, the Local Authority, or the Diocese. We will make sure the Governors we source are suitably skilled and can demonstrate that they are independent and impartial.

6.3.5 Every effort will be made to enable the hearing to take place within 20 school days of the receipt of your request. As soon as reasonably practicable and in any event at least 5 school days before the hearing, all parties will be sent written notification of the date, time and place of the hearing, together with brief details of the Committee Members who will be present. Fair consideration will be given to any bona fide objection to a particular member of the Committee. You will also be informed of the name of the person who will be presenting the case on behalf of the school (referred to in this procedure as the 'School Representative'). This may be the person who is the subject of the complaint, the person who undertook the investigation at Stage 2, or another person with sufficient knowledge of the matter.

6.3.6 If the Complainant rejects the offer of three proposed dates without good reason, the Clerk will set a date. The hearing will go ahead using written submissions from both parties.

6.3.7 You have the right to be accompanied to the hearing by a friend, relative, advocate or interpreter. You should notify the Clerk in advance if you intend to bring anyone to the hearing. We do not encourage either party to bring legal representation but will consider it on a case-by-case basis. For instance, if a school employee is called as a witness in a complaint meeting, they may wish to be supported by their union. Representatives from the media are not permitted to attend.

6.3.8 A copy of the complaint and any other documents provided by you in support of your complaint, or by the School Representative, in defence of the complaint, will be provided to the Complaints Committee as soon as practicable upon receipt. Copies of these documents shall also be provided to you or school representative (as applicable) at least 3 school days before the hearing. The Complaints Committee reserves the right not to consider any documentation presented by either party less than 3 school days prior to the hearing. The Complaints Committee is under no obligation to hear oral evidence from witnesses but may do so and/or may take written statements into account. The Committee will not normally accept recordings of conversations that were obtained covertly and without the informed consent of all parties being recorded.

6.3.9 The hearing will be conducted to ensure that each party has the opportunity to address the Complaints Committee. The procedure to be followed during the hearing will be explained to the parties by letter in advance of the hearing. The Clerk will ensure that sufficient notes are taken to record an accurate reflection of the points considered and any decisions taken or actions agreed. Electronic recordings of the hearing will not normally be permitted and, in any event, would require the consent of all those present.

6.3.10 Unless otherwise stated, the procedure for the Stage 3 hearing is as follows:

- The Parent/Carer and School Representative will enter the hearing together.
- The Chair of the Committee will introduce the committee members and outline the process.
- The Parent/Carer will explain the complaint.
- The School Representative and committee members will question the Parent/Carer.
- The School Representative will explain the school's actions.
- The Parent/Carer and the committee members will question the School Representative.
- The Parent/Carer will sum up their complaint.
- The School Representative will sum up the school's actions.
- The Chair of the Committee will explain that both parties will hear from the Committee within 5 school days.
- Both parties will leave together while the Committee decides.
- The Clerk will stay to assist the Committee with its decision making.

The Clerk and/or Complaints Committee reserves the right to modify the above procedure at their sole discretion, for example requiring the Parent/Carer and the School Representative to present their complaint/actions separately to the Complaints Committee in the absence of the other party.

6.3.11 After the hearing, the Complaints Committee will consider their decision and inform you and, where relevant, the person complained about of their decision in writing within 5 school days. The letter will set out the decision of the Committee together with the reasons underpinning that decision. The Committee can (by a majority if necessary):

- Dismiss the complaint in whole or in part.
- Uphold the complaint in whole or in part.
- Decide on the appropriate action to be taken to resolve the complaint.
- Recommend changes to the school systems or procedures to ensure that problems of a similar nature do not happen again.

Stage 4: Referral of complaint to Education and Skills Funding Agency (ESFA)

6.4.1 If you are dissatisfied with the decision of the Complaints Committee, you are entitled to refer your complaint to the Education and Skills Funding Agency (ESFA). The ESFA will only investigate whether the complaint was handled properly and in accordance with education legislation and any statutory policies connected with the complaint.

6.4.2 At the time of writing this procedure, the ESFA procedure and the ESFA school complaints form are available at: <https://www.gov.uk/complain-about-school/state-schools> or Parents/Carers can write to the ESFA at the following address:

School Complaints and Customer Insight Unit
Education and Skills Funding Agency
Cheylesmore House
5 Quinton Road
Coventry
CV1 2WT

7. Complaints against the Headteacher, a Governor, or the Governing Body

The information below is taken from the DfE and ESFA model complaints procedures for maintained schools, single academies, and multi-academy trusts.

Maintained schools may still need to work with their Local Authority, and the Clerk to the Governing Body, to develop appropriate procedures for providing fair and impartial hearings where a complaint concerns the Governing Body.

7.1 Stage 1: informal

Complaints made against the Headteacher, or any member of the Governing Body, should be directed to the Clerk to the Governing Body in the first instance.

If the complaint is about the Headteacher or one member of the Governing Body (including the Chair or Vice-Chair), a suitably skilled and impartial Governor will carry out the steps at Stage 1 (set out in Section 6 above).

7.2 Stage 2: formal

If the complaint is:

- Jointly about the Chair and Vice-Chair or
- The entire Governing Body or
- The majority of the Governing Body

An independent investigator will carry out the steps in Stage 2 (set out in Section 6 above). They will be appointed by the Governing Body or Diocese and will write a formal response at the end of their investigation.

7.3 Stage 3: review panel

If the complaint is:

- Jointly about the Chair and Vice-Chair or
- The entire Governing Body or

- The majority of the Governing Body

A Committee of independent Governors will hear the complaint. They will be sourced from local schools, the Local Authority or Diocese and will carry out the steps at Stage 3 (set out in Section 6 above).

8. Referring Complaints on Completion of the School's Procedure

If the Complainant is unsatisfied with the outcome of the school's Complaints Policy, they can refer their complaint to the DfE.

The DfE will not re-investigate the matter of the complaint. It will look at whether the school's Complaints Policy and any other relevant statutory policies that the school holds were adhered to. The DfE also looks at whether the school's statutory policies adhere to education legislation.

The DfE will intervene where a school has:

- Failed to act in line with its duties under education law.
- Acted (or is proposing to act) unreasonably when exercising its functions.

If the Complaints Policy is found to not meet regulations, the school will be asked to correct its policy accordingly.

For more information or to refer a complaint, see the following webpage:

<https://www.gov.uk/complain-about-school>

The school will include this information in the outcome letter to the Complainant.

9. Persistent Complaints

9.1 Unreasonably persistent complaints

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

- Has made the same complaint before, and it has already been resolved by following the school's Complaints Policy.
- Makes a complaint that is obsessive, persistent, harassing, prolific, defamatory, or repetitive.
- Insists on pursuing a complaint that is unfounded, or out of scope of the Complaints Policy, beyond all reason.
- Pursues a valid complaint, but in an unreasonable manner e.g. refuses to articulate the complaint, refuses to co-operate with this Complaints Policy, or insists that the complaint is dealt with in ways that are incompatible with this policy and the time frames it sets out.
- Makes a complaint designed to cause disruption, annoyance, or excessive demands on school time.
- Seeks unrealistic outcomes, or a solution that lacks any serious purpose or value.

Steps we will take

We will take every reasonable step to address the Complainant's concerns 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 Policy as normal (as outlined above) wherever possible.

If the Complainant continues to contact the school in a disruptive way, we may put communications strategies in place. 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.

Stopping responding

We may stop responding to the complainant when all of these factors are met:

- We believe we have taken all reasonable steps to help address their concerns.
- We have provided a clear statement of our position and their options.
- The Complainant contacts us repeatedly, and we believe their intention is to cause disruption or inconvenience.

Where we stop responding, we will inform the individual that we intend to do so. We will also explain that we will still consider any new complaints they make.

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 our school site.

9.2 Duplicate Complaints

If we have resolved a complaint under this Policy and receive a duplicate complaint on the same subject from a partner, family member, or other individual, we will assess whether there are aspects that we had not previously considered, or any new information we need to take into account.

If we are satisfied that there are no new aspects, we will:

- Tell the new Complainant that we have already investigated and responded to this issue, and that the local process is complete.
- Direct them to the DfE if they are dissatisfied with our original handling of the complaint.

If there are new aspects, we will follow this procedure again.

9.3 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 the complainants.

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

10. Record Keeping

The school will record the progress of all complaints, including information about actions taken at all stages, the stage at which the complaint was resolved, and the final outcome. The records will also include copies of letters and emails, and notes relating to meetings and phone calls.

This material will be treated as confidential and held centrally and will be viewed only by those involved in investigating the complaint or on the review panel.

This is except where the Secretary of State (or someone acting on their behalf) or the Complainant requests access to records of a complaint through a Freedom of Information (FOI) request or through a Subject Access Request under the terms of the Data Protection Act, or where the material must be made available during a school inspection.

Records of complaints will be kept securely, only for as long as necessary and in line with data protection law, our privacy notices, and record retention schedule.

The details of the complaint, including the names of individuals involved, will not be shared with the whole Governing Body in case a review panel needs to be organised at a later point.

Where the Governing Body is aware of the substance of the complaint before the review panel stage, the school will (where reasonably practicable) arrange for an independent panel to hear the complaint.

Complainants also have the right to request an independent panel if they believe there is likely to be bias in the proceedings. The decision to approve this request is made by the Governing Body, who will not unreasonably withhold consent.

11. Learning Lessons

The Chair of Governors will review any underlying issues raised by complaints with the Headteacher where appropriate, and respecting confidentiality, to determine whether there are any improvements that the school can make to its procedures or practice to help prevent similar events in the future.

12. Monitoring Arrangements

The Chair of Governors will monitor the effectiveness of the Complaints Policy in making sure that complaints are handled properly. The Chair of Governors will track the number and nature of complaints, and review underlying issues as stated in Section 11.

The complaint records are logged and managed by the PA to the Headteacher.

This Policy will be reviewed by governors at least once every 2 years. At each review, the Policy will be approved by the Full Governing Body.

Part 2: Concerns or Complaints from Other Persons

Part 1 of this Complaints Policy applies only to complaints made by parents/carers of current registered students the school. However, the school wishes to work closely with other members of the local community and will deal with their concerns and complaints as follows:

Stage 1 - a concern regarding a school or its operations may be made to any member of staff. That member of staff will attempt to resolve the matter immediately or may, if appropriate, refer the matter to their line manager or member of the Senior Leadership Team (SLT) who is best placed to deal with the concern. It is expected that most concerns will be responded to orally or in writing within 5 school days. If a longer period is required, you will be kept informed of the progress of the investigation.

Stage 2 - where a concern is not resolved at Stage 1, or you wish your concerns to be dealt with immediately as a formal complaint, you should put your complaint in writing and send this to the Headteacher of the relevant school to investigate. The Headteacher may delegate the task of investigation and/or responding to the complaint to a member of SLT or may escalate the complaint straight to Stage 3. A formal response to the complaint will usually be provided within 10 school days of receipt of the letter of complaint although if a longer period is required to respond, you will be kept updated.

Stage 3 - if you are not satisfied with the response at Stage 2, you may request a review by writing to the Clerk to the Governing Body of the school. You should write to the Clerk within 10 school days of receipt of the letter at Stage 2. Requests received outside of this time frame will only be considered if exceptional circumstances apply. The Clerk will arrange for a Governor to consider the complaint alone or may convene a Complaints Committee on the same terms as set out in Part 1 of this Complaints Policy. The decision at this stage will usually be sent to you within 20 school days of receipt of the request for a review. The decision at Stage 3 exhausts the school's Complaints Policy. Concerns or complaints regarding the Headteacher or the Governing Body as a whole should be referred direct to the Clerk to the Governing Body clerk@smrt.bristol.sch.uk who will arrange for the stages above to be considered by an appropriate person.

13. Links with Other Policies

Policies dealing with other forms of complaints include:

- [Safeguarding Policy](#)
- [Behaviour and Good Relationships Policy](#)
- [SEN Information Report](#)
- [Privacy Notice](#)
- [Admissions Policy](#)

Staff have access to relevant staff only procedures via the school intranet.

- Employee Grievance Procedure
- Disciplinary Procedure
- Whistleblowing Procedure

Appendix 1: Matters Excluded from Scope of this Policy

Excluded Matters	Signposting
Admissions	The process for challenging admissions decisions is set out in our Admissions Policy in accordance with relevant statutory guidance.
Child Protection Matters	Complaints about child protection matters are handled under our Safeguarding Policy and in accordance with relevant statutory guidance. 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).
Collective Worship	Please contact the Department for Education at www.education.gov.uk/contactus
Suspensions	The process for challenging suspension decisions is set out in the DfE's statutory guidance and information, which can be found at https://www.gov.uk/school-discipline-exclusions/exclusions
National Curriculum Content	Please contact the Department for Education at www.education.gov.uk/contactus
School Re-Organisation Proposals	Where concerns are not adequately addressed by the school, complaints can be raised directly with the Department for Education.
Complaints about services provided by other providers who may use school premises or facilities	Providers should have their own complaints procedure to deal with complaints about service. Please contact them direct.
Staff Grievances	Complaints from staff will be dealt with under the school's internal grievance procedures.
Staff Conduct	Certain complaints about staff may need to be dealt with or undertaken, against a staff member as a result of a complaint. However, the complainant will be notified that the matter is being addressed through the school's internal disciplinary procedures, if appropriate. Complainants will not be informed of any disciplinary action.
Statutory Assessments of Special Educational Needs (SEN)	Concerns about statutory assessments of Special Educational Needs should be raised directly with the Local Authority.
Whistleblowing	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 whistle-blowers in education who do not want to raise matters direct with their employer. Referrals can be made at: www.education.gov.uk/contactus. Volunteer staff who have concerns should complain through the school's Complaints Policy. You may also be able to complain direct to the Department for Education (see link above), depending on the substance of the complaint.
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Appendix 2: Complaints Form

Your name
Student's name
Your relationship to this student
Your address and postcode
Your daytime telephone number
Your evening telephone number
Your email address
Your complaint is (if you have more than one complaint, please number these)
What action have you already taken to try and resolve your complaint(s)?
Who did you speak to and what was the response?
What would you like as an outcome from your complaint(s)?
Are you attaching any paperwork? If so, give details here.

Your signature

Date

All functions of the Complaints Policy must adhere to the requirements of the Data Protection Act 2018 and the Freedom of Information Act 2000.

Please complete and return in a sealed envelope, addressed as appropriate to:

- The Headteacher (via Main School Reception) or head@smrt.bristol.sch.uk
- The Clerk to the Governing Body (via Main School Reception) or clerk@smrt.bristol.sch.uk