



St John's
School Billericay

Complaints Procedure

Date: September 2026
Those Responsible: Mr A Angeli - Headteacher
Mrs A Fleming- Deputy Headteacher

To be reviewed: August 2027

ST JOHN'S SCHOOL COMPLAINTS PROCEDURE

This policy is available to the parents of registered pupils from the school office or from the school website. It applies to the parents of all pupils currently registered at the school, including those in the EYFS.

The school has long prided itself on the quality of the teaching and pastoral care provided to its pupils. However, if parents do have a complaint, they can expect it to be treated by the school in accordance with this procedure.

A complaint refers to any matter about which a parent of a current registered pupil is unhappy and seeks action by the school. This policy does not cover exclusions (please see the exclusion policy).

Stage 1 – Informal Resolution

- It is hoped that most complaints and concerns will be resolved quickly and informally.
- If parents have a complaint, they should normally contact their son/daughter's Form Teacher. In many cases, the matter will be resolved straight away by this means to the parents' satisfaction.
- If the Form Teacher cannot resolve the matter alone, it may be necessary for him/her to consult a Head of Department or Head of Pastoral Care. For clarification purposes, the following table shows the usual order for referring of issues.

	Kindergarten (including the EYFS)	Junior School	Senior School
1	Head of Kindergarten Mrs Revill	Head of Juniors Mrs Littlefield	Head of Department or Head of Pastoral Care: U3 and L4 Miss Raynard U4 Mrs Walker L5 and U5 Mrs Roberts Mrs Morgan Senior School Lead
2	Deputy Head Mrs Fleming	Deputy Head Mrs Fleming	Deputy Head Mrs Fleming
3	Head Teacher Mr Angeli	Head Teacher Mr Angeli	Head Teacher Mr Angeli

- Complaints made directly to a Head of Department/the Deputy Head/the Headteacher will usually be referred to the relevant Form teacher unless the Head of department/the Deputy Head/the Headteacher deems it appropriate for him/her to deal with the matter personally.

- The Form teacher will make a record of all concerns and complaints and the date on which they were received. This may consist of e-mail records with the parents or may include an entry on to CPOMS. Should the matter not be resolved within seven working days or if the Form teacher and the parent fail to reach a satisfactory resolution then parents will be advised to proceed with their complaint in accordance with Stage 2 of this procedure.

Stage 2 – Formal Resolution

- If the complaint cannot be resolved on an informal basis, then the parents should **put their complaint in writing** to the Headteacher. The Headteacher will decide, after considering the complaint, the appropriate course of action to take.
- In most cases the Headteacher will meet/speak to the parents concerned normally within seven working days (but always within twenty-eight working days) of receiving the complaint. If possible, a resolution will be reached at this stage.

Written complaints about the fulfilment of the EYFS requirements must be investigated and the complainant notified of the outcome of the investigation with twenty-eight working days. The record of complaints must be made available to OFSTED and ISI on request.

- It may be necessary for the Headteacher to carry out further investigations.
- The Headteacher will **keep written records** of all meetings and interviews held in relation to the complaint.
- Once the Headteacher is satisfied that, as far as is practicable, all the relevant facts have been established, a decision will be made, and parents will be informed of this decision in writing within seven working days. The Headteacher will also give reasons for his decision.
- The Headteacher will keep a written record of the outcome – this will specify whether the complaint has been resolved at the formal stage or whether it will proceed to a panel hearing. Any actions taken as a result of the complaint will also be recorded.
- If parents are still not satisfied with the decision, they should proceed to Stage 3 of this Procedure.

Stage 3 – Panel Hearing for Appeals against the decision made by the Headteacher

- If parents seek to invoke Stage 3 (following a failure to reach an earlier resolution) they will be referred to Mrs J Osen (Proprietor). Stage 3 is a full hearing of the complaint, not merely a check that process was followed.
- If parents seek to invoke Stage 3, the matter will then be referred to an appeals panel for consideration. The panel will consist of at least three persons not directly involved in the matters detailed in the complaint, one of whom shall be independent of the management and running of the school. Our general view is that people who have held a position of responsibility and are used to scrutinising evidence and putting forward balanced arguments would be suitable. Examples of persons likely to be suitable are serving or retired business

people, civil servants, heads or senior members of staff at other school, people with a legal background and retired members of the police force might be considered. Each of the panel members shall be appointed by the proprietor, Mrs J Osen, on behalf of the panel. The complaint will be acknowledged and Mrs J Osen will schedule a hearing to take place within 28 days.

- If the panel deems it necessary, it may require that further particulars of the complaint or any related matter be supplied in advance of the hearing. Copies of such particulars shall be supplied to all parties not later than 7 days prior to the hearing.
- One other person may accompany the parents to the hearing. This may be a relative, teacher or friend. Legal representation will not normally be appropriate.
- If possible, the panel will resolve the parents' complaint immediately without the need for further investigation.
- Where further investigation is required, the panel will decide how it should be carried out. After due consideration of all facts they consider relevant, the panel will reach a decision and may make recommendations, which it shall complete within 7 days of the hearing. The panel will write to the parents informing them of its decision and the reasons for it. The decision of the panel will be final. The panel's findings and recommendations (if any), will be sent in writing or by email to the parents, the Headteacher, the Principal and, where relevant, the person complained about. A record will be kept of any actions taken due to the complaint.
- Parents can be assured that all concerns and complaints will be treated seriously and confidentially. Correspondence, statements and records relating to individual complaints will be kept confidential except as far as is required of the school by paragraph 7(k) of the Education (Independent Schools Standards) Regulations; where the Secretary of State or a body conducting and inspection under section 109 of the 2008 Act requests access to them.
- A written record of all formal complaints received by the school, including the findings and recommendations, whether they are resolved at the preliminary stage or proceed to a panel hearing, will be kept available for inspection on the school premises by the proprietor and the headteacher.
- Where repeated attempts are made by a parent to raise the same complaint after it has been considered at all three stages, this can be regarded as vexatious and outside the scope of this policy.

The number of formal complaints for the academic year of 2025 to 2026 was 0 with none of these resulting in a Stage 3 Panel Hearing.

- If parents wish to raise a concern, they can email concerns@isi.net or call 020 7600 0100.

ISI encourages parents to raise their concerns directly with the school, if necessary, using the school's formal complaints procedure – and if they wish they may copy ISI in on any correspondence. Parents should know that ISI is unable to become directly involved in individual complaints or disputes, or in any contractual matters.

EYFS

In the case of a written complaint being made that relates to fulfilment of the EYFS requirements, we will investigate and notify complainants of the outcome of the investigation within 28 days of having received the complaint. Our record of complaints must be made available to Ofsted and ISI on request.

We will notify parents about an inspection once we have been notified. Once the final inspection report has been provided, we will supply it to parents of children who attend the setting regularly. In addition to contacting ISI using the details above, if parents believe that St John's is not meeting the EYFS requirements, they may contact Ofsted.

Contact Ofsted about concerns

Contact Ofsted about concerns
0300 123 4666

Data Protection Complaints

This policy includes data protection complaints. Complaints of this nature should be submitted to Mrs Truscott, data controller at p.truscott@stjohnsschool.net, or by calling or visiting the school office and asking to speak to Mrs Truscott.

If a data protection complaint forms part of a wider complaint, we may be able to provide an outcome for the data protection complaint sooner than for the wider complaint. We will not cause undue delay by waiting to deal with all of the issues at once.

What do we do when we receive a complaint?

We will acknowledge receipt of the complaint within 30 days. This includes the day that the complaint was received, however if the 30th day falls on a weekend or school holiday, we will reply on the next school day.

We will gather as much information as possible, which may include gathering facts, speaking to relevant members of staff, comparing information from the complaint with our own information, checking that we have upheld our policies, terms and standards etc.

We aim to resolve complaints as quickly as possible and may need to contact the person who complained to seek clarification or guidance as to their preferred outcome e.g. are they seeking an apology, a change in process, or a change in our decision. We will not cause undue delay and aim to resolve the complaint within the 30 days.

We will keep a record of the following:

- The date we receive the data protection complaint.
- A copy of our acknowledgement.
- Any relevant conversations and documents.
- The outcome of the complaint.
- Any actions that we take as a result of our investigation.

We will also keep a record of the number of data protection complaints that we receive, as well as any recurring themes and trends so that we can monitor any areas for improvement.

Once the investigation is complete, we will provide an outcome to the complainant. We will explain the actions that we have taken as a result and will explain our conclusion. If the complainant is unhappy with the outcome, then they may choose to complain to the ICO (complainants are welcome to do this within the 30 days if they wish but will most likely be advised by the ICO to wait until the school responds).

Complain to the ICO 0303 123 1113

<https://ico.org.uk/make-a-complaint/data-complaints-complaints/check-if-you-can-complain/>