

# Holy Trinity C of E Primary School



## Difficulties, Concerns & Complaints

### Excellent Education in a Christian Environment

Any difficulties, concerns or complaints are dealt with by the school in the first instance. If the complaint cannot be resolved in this way, a formal procedure is followed. Please see full Durham Diocesan MAT ('DDMAT') Company Number 10847279, 'Complaints Policy'.

It is in everyone's interest that complaints are resolved at the earliest possible stage. By taking informal concerns seriously at the earliest stage, we hope to reduce the numbers that develop into formal complaints.

There are three stages to the formal complaints procedure at Holy Trinity C of E Primary School:

- Stage One: Complaint heard by staff member.
- Stage Two: Complaint heard by Deputy Headteacher
- Stage Three: Complaint heard by the Headteacher.
- Stage Four: Complaint to Chair of local Academy Council
- Stage Five: See Academy Policy.

At each stage, the person investigating the complaint makes sure that they:

- Establish what has happened so far, and who has been involved;
- Clarify the nature of the complaint and what remains unresolved;
- Meet with the complainant or contact them if further information is required;
- Clarify what the complainant feels would put things right;
- Interview those involved in the matter and/or those complained of, allowing them to be accompanied if they wish;
- Conduct the interview with an open mind and be prepared to persist in the questioning;
- Keep notes of the interview;
- Complete investigations and reach a determination;
- Notify complainant of the decision and any remedial action to be taken within specified time;
- Explain any further rights of appeal and, if so, to whom they need to be addressed.