St. Anne's School
ALDERNEY

Complaints Procedures

Our Vision at St Anne's School

'Great oaks from little acorns grow.'

Through supporting our children to be:

***G**- Global citizens of the future*
***R**- Responsible, resilient and respected*
***E**- Ethical and compassionate*
***A** -Aspirational learners who cherish knowledge*
***T**- Treasured, included and kind*

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Policy owner: Mr A. Griffin (Headteacher)

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Aims

Our school aims to meet its statutory obligations when responding to complaints from parents of pupils 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
- Keep complainants informed of the progress of the complaints process
- Consider how the complaint can feed into 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 ensure we publicise the existence of this policy and make it available on the school website.

Legislation and guidance

The school follows the guidelines set by the States of Guernsey Education Services.
https://www.gov.gg/article/2025/Raising-a-Concern-or-Making-a-Complaint

Definitions and scope

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

Concerns

A **concern** is defined as "an expression of worry or doubt over an issue considered to be important for which reassurances are sought".

Dealing with concerns

The school will resolve concerns through day-to-day communication as far as possible and as expediently as possible.

- Raise the concern with the class teacher either via email or with a face to face at the end of the day
- If the concern needs a more formal meeting, arrange to meet with the teacher by making an appointment with the school office.
- If the concern continues or needs further intervention, the Key Stage Senior leader should be contacted.

EYFS	Mrs Gildert
KS1 & 2	Ms Morgan
KS3 & 4	Ms Dix
ALN	Ms Smith

Complaints

A **complaint** is defined as “an expression of dissatisfaction however made, about actions taken or a lack of action”.

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
Statutory assessments of special educational needs (SEN)
Safeguarding matters
Exclusion
Whistle-blowing

Please see our separate policies for procedures relating to these types of complaints.

Dealing with complaints

The school will resolve complaints through day-to-day communication as far as possible. All complaints are logged by the headteacher.

- Raise the complaint with the Headteacher via email, letter or telephone call
- A more formal meeting will be arranged if necessary
- If the complaint needs investigating, the Headteacher may delegate this to the Key Stage Leader, Deputy Headteacher or ALNCo.

When investigating a complaint, we will try to clarify:

1. What has happened
2. Who was involved
3. What, if any, consequences need to be in place
4. We also intend to address complaints as quickly as possible.

If the complaint is not dealt with satisfactorily by the school

Submit the complaint in writing to Education Services
This letter should provide details such as relevant dates, times, and the names of witnesses of events, alongside copies of any relevant documents. The complainant should also state what they feel would resolve the complaint.

The Director of Education will assign an Education officer to deal with the complaint. This is likely to involve a meeting or telephone call to clarify concerns, and seek a resolution.

Complaints against the Headteacher

Complaints made against the headteacher should be directed to the Director of Education

Unreasonable Complainants

St Anne's is committed to dealing with all complaints fairly and impartially, and to providing a high-quality service to those who complain. We will not normally limit the contact complainants have with the school. However, we do not expect our staff to tolerate unacceptable behaviour and will take action to protect staff from that behaviour, including that which is abusive, offensive or threatening.

St Anne's defines unreasonable complainants as 'those who, because of the frequency or nature of their contacts with the school, hinder our consideration of their or other people's complaints'.

A complaint may be regarded as unreasonable when the person making the complaint:

• 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 while still wishing their complaint to be resolved;

• refuses to accept that certain issues are not within the scope of a complaints procedure;

• insists on the complaint being dealt with in ways which are incompatible with the adopted complaints procedure or with good practice;

• introduces trivial or irrelevant information which the complainant expects to be taken into account and commented on, or 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 Director for Education;

• seeks an unrealistic outcome;

• makes excessive demands on school time by frequent, lengthy, complicated and stressful contact with staff regarding the complaint in person, in writing, by email and by telephone while the complaint is being dealt with.

A complaint may also be considered unreasonable if the person making the complaint does so either face-to-face, by telephone or in writing or electronically:

• maliciously;

• aggressively;

• using threats, intimidation or violence;

• using abusive, offensive or discriminatory language;

• knowing it to be false;

• using falsified information;

• publishing unacceptable information in a variety of media such as in social media websites and newspapers.

Complainants should limit the numbers of communications with a school while a 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.

Whenever possible, the Headteacher or Chair of Governors will discuss any concerns with the complainant informally before applying an 'unreasonable' marking.

If the behaviour continues the Headteacher will write to the complainant explaining that their behaviour is unreasonable and asking them to change it. For complainants who excessively contact St Anne's causing a significant level of disruption, we may specify methods of communication and limit the number of contacts in a communication plan. This will usually be reviewed after 6 months.

In response to any serious incident of aggression or violence, the concerns and actions taken will be put in writing immediately and the police informed. This may include banning an individual from St Anne's premises and grounds.

Record-keeping

Concerns

If a concern requires a more formal meeting, it will be recorded on the complaints and concerns log as detailed below.

Complaints

The school will record the progress of all complaints on a complaints log, 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.

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

Learning lessons

The senior leadership team will review any underlying issues raised by complaints with the staff 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.

Monitoring arrangements

The complaints records are logged and managed by the Headteacher.
This policy will be reviewed by Headteacher every two years.