

**Knighton Church in Wales Complaints Procedure Record** (copy to be kept on record, with all related paperwork, in confidential file by Complaints Officer (Jess Fielding).)

1. Name of complainant:

---

2. Date initial concern/complaint was raised with class teacher:

---

3. Date concern/complaint raised with head teacher:

---

4. Date complainant was directed to complaints procedure:

---

**Stage 1: Formal complaint raised with and resolved by the first recipient within school**

5. Date complaint was raised with Complaints Officer:

---

6. Date complaint was acknowledged by Complaints Officer: (**within 2 working days**)

---

7. Date complaint was passed to appropriate person within school:

---

8. Date contact was made with complainant to obtain full details of complaint:

---



11. Date head teacher advised of outcome of complaint: \_\_\_\_\_

**If the head teacher is advised by the Complaints Officer that the matter IS NOT Resolved at the end of Stage 1 then the complaint is moved to Stage 2.**

**Stage 2: Formal complaint referred to head teacher for investigation, decision, resolution**

12 Date head teacher contacts complainant to request complaint in writing: : \_\_\_\_\_

13 Date head teacher acknowledges complaint. This will include advice of a target date for a response (**usually within 10 school days**): \_\_\_\_\_

14 Date of meeting between head teacher and complainant (all discussions and interviews to be recorded and signed):  
\_\_\_\_\_

15 Head teacher to make every effort to resolve complain **within 10 school days**, undertaking any investigations required (all discussions and interviews to be recorded and signed)

16 Date complainant is advised of outcome of their complaint, in writing, copy returned to Complaints Officer for record, and of their right to write to the Chair of the Governing Body for a hearing by the Governing Body Complaints Committee if they are not satisfied with the outcome:

---

17 All documentation returned to Complaints Officer for confidential file.

18 Complaints Officer to check that complaint is recorded correctly as per policy unless head teacher decides that alternative arrangements would be more appropriate.

**Stage 3: formal complaint referred to the Governing Body Complaints Committee for decision, resolution.**

19 Chair of Governors convenes the Complaints Committee, date of meeting:

---

20 Complaints Committee to comprise of three governors **none of whom will have had prior involvement with the complaint.**

**21 The hearing**

The purpose of the hearing is to enable members of the governing body to clarify facts and ascertain whether there are grounds for upholding the complaint.

The complainant and any person against whom the complaint is made should be present at the hearing to present their own evidence.

- a) The date of the hearing will be agreed by the Clerk to the Governors (usually set **within 15 school days** of Chair of Governors receiving complaint), who will then advise all parties of time, date and venue and advise complainant that they may bring a friend or representative and ensure that any particular needs are met.

Date of hearing set for: \_\_\_\_\_

- b) Any person against whom a complaint is made must be advised as soon as possible of the complaint and no less than **10 school days before the hearing**.

Date person against whom a complaint is made is advised of the complaint:

\_\_\_\_\_

They should be provided as soon as possible, and **within 5 school days of the hearing**, with any evidence, arising from the investigation, which is to be considered at the hearing. They must be advised that they may be accompanied by a friend or representative.

Date evidence is provided: \_\_\_\_\_

c) The complainant must be advised that they should provide any evidence/written documentation that they wish the committee to consider by no less than **10 school days before the hearing** and that they will be provided with any other evidence (arising from the investigation) which is to be considered at the hearing by no less than **5 school days** before the hearing.

Date complainant provides evidence for the committee: \_\_\_\_\_

Date complainant is provided with evidence arising from investigation: \_\_\_\_\_

d) Any person against whom a complaint is made must be advised that they should provide any evidence/written documentation that they wish the committee to consider by **no less than 5 days before the hearing**.

Date person against whom a complaint is made provides committee with evidence: \_\_\_\_\_

e) Witnesses may be requested to attend and it is the responsibility of the party wishing to call the witness to ensure they are invited.

f) The Complaints Committee must receive **at least 5 school days'** notice of the hearing, advising them of the substance of the complaint and their role.

Date Complaints Committee receive notice of hearing: \_\_\_\_\_

22 Decision of the committee conveyed to the complainant in writing **within 5 school days** of the hearing. This must include information on any appeal rights, including the right to contact LEA/Diocese and Welsh Government to review the procedures used by the governing body if they are dissatisfied.

Date complainant is sent written report of decision of committee: \_\_\_\_\_

23 All documentation to be returned to Complaints Officer for confidential file.

24 Complaints Officer to ensure that complaint is recorded as set out in policy.

25 The final letter following the Governing Body hearing will advise the complainant of the decision, that the matter has been fully investigated, that the matter is now closed, and will not be re-opened. Any new issues raised will be treated as a new complaint and previous cases will not be re-opened.