



Complaints Policy and Procedure

Document Review:	SLT
Responsibility for Policy:	FGB
Approved:	Spring Term 2026 (19/03/2026)
Review due:	Spring Term 2027

For the purposes of this document Guildford Nursery School and Family Centre will be referred to as GNSFC. When we say “parent” we mean “parents and carers”.

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Introduction and aims

This procedure is an integral procedure for GNSFC and reflects our commitment to listen to and learn from feedback from you, to ensure we inspire our children, parents, community and staff to be the best they can be, enable all children, parents and staff to love learning and empower all children, parents and staff to make progress and achieve.

- We welcome complaints for the opportunities they give us to inform policy and improve service delivery.
- We maintain procedures for the management and investigation of all complaints and continually monitor them to ensure they are fit for purpose.
- Where concerns are raised, we will deal with them fairly, openly, promptly and without prejudice.
- We investigate complaints thoroughly, respectfully, objectively, impartially and with confidentiality.
- When complaints are upheld we put things right.

Who can make a complaint?

This complaints policy and procedure is not limited to parents of children that are registered at GNSFC or families working with the Family Centre. Any person, including members of the public, may make a complaint to GNSFC about any provision of facilities or services that we provide. Unless complaints are dealt with under separate statutory procedures (such as appeals relating to exclusions or admissions), we will use this complaints policy and procedure.

The difference between a concern and a complaint

A concern may be defined as *‘an expression or statement of worry or doubt over an issue considered to be important for which reassurances are sought’*.

A complaint may be defined as *‘an expression of dissatisfaction however made, about actions taken or a lack of action’*.

It is in everyone’s interest that concerns and complaints are resolved at the earliest possible stage. Many issues can be resolved informally, without the need to use the formal stages of the complaints procedure. GNSFC takes concerns seriously and will make every effort to resolve the matter as quickly as possible. If you have difficulty discussing a concern with a particular member of staff, we will respect your views. In these cases, you will be referred to an appropriate alternative staff member. Similarly, if the member of staff directly involved feels unable to deal with a concern, you will be referred to another staff member. That member of staff may be more senior but does not have to be. The ability to consider the concern objectively and impartially is more important.

We understand however, that there are occasions when people would like to raise their concerns formally. In this case, GNSFC will attempt to resolve the issue internally, through the stages outlined within our complaints procedure.

How to raise a concern or make a complaint

Concerns can be raised in person, in writing or by telephone. They may also be made by a third party acting on behalf of the person with the concern, as long as they have appropriate consent to do so. Concerns should be raised in the first instance with the relevant member of staff or a member of the Senior Leadership Team. It is to be hoped that most concerns can be expressed and resolved on an informal basis, within 10 working days.

If the issue remains unresolved, the next step is to make a formal complaint.

A template complaint form is included at the end of this procedure (Appendix B), for use at any stage of the procedure as required. If you require help in completing the form, please contact Reception. You can also ask a third-party organisation such as the Citizens Advice to help you.

In accordance with equality law, we will consider making reasonable adjustments if required, to enable complainants to access and complete this complaints procedure. For instance, providing information in alternative formats, assisting complainants in raising a formal complaint or holding meetings in accessible locations.

Complainants should not approach individual governors to raise concerns or complaints. They have no power to act on an individual basis and it may also prevent them from considering complaints at a later stage of the procedure.

Anonymous complaints

We will not normally investigate anonymous complaints. However, the Headteacher or Chair of Governors, if appropriate, will determine whether the complaint warrants an investigation.

Timescale for making a complaint

You must raise the complaint within three months of the incident or, where a series of associated incidents have occurred, within three months of the last of these incidents. We will consider complaints made outside of this time frame only if exceptional circumstances apply. The complainant will be provided with reasons if their request has not been allowed.

Working days

In all cases relating to Guildford Nursery School, working days exclude weekends, school holidays and INSET days. In all cases relating to Guildford Family Centre, working days exclude weekends and bank holidays.

A working day is considered to end at 4pm. Therefore, any notification received after this time is considered to be received on the following working day.

Pausing a complaint

Where a complaint is raised but we do not have clarity from the complainant on the issues, we may pause the timescales of the complaints process whilst clarity is sought so that the complaint can be dealt with effectively. If this happens we will inform the complainant of a proposed new timescale.

Complaints that relate to Guildford Nursery School received outside of term time

We will consider complaints made outside of term time to have been received on the first school day after the holiday period.

Audio or video evidence

Complainants should make sure they obtain informed consent from all parties present before recording conversations or meetings. In line with DfE guidance, we do not normally accept electronic recordings as evidence when we are asked to consider a complaint. Unless exceptional circumstances apply, we will not accept, as evidence, recordings of conversations that were obtained covertly and without informed consent of all parties being recorded.

Virtual meetings

To accommodate differing circumstances, there may be occasions where it is deemed appropriate to hold a complaint-related meeting virtually.

Deviation from the procedure

There may be occasions when it's necessary or reasonable to deviate from the published complaints procedure. In these cases, the complainant will be kept informed and reasons for the deviation given.

Retention of complaints paperwork

GNSFC will ensure that a copy of all relevant information relating to complaints is kept at GNSFC in a secure, confidential* file, separate from staff and child records. This information will be retained in line with GNSFC's Records Management Policy and in accordance with the principles of the Data Protection Act (DPA) 2018 and the General Data Protection Regulations (GDPR). The complainant should be informed that this will be done.

* Please note that the Secretary of State or a body conducting an inspection under s 109 of the Education and Skills Act 2008 may request access to complaints documentation.

Scope of this complaints policy and procedure

This policy and procedure covers all complaints about any provision of community facilities or services by GNSFC, other than complaints that are dealt with under other statutory procedures, including those listed below.

Exceptions	Who to contact
<ul style="list-style-type: none"> Admissions to schools Statutory assessments of Special Educational Needs School re-organisation proposals 	<p>Concerns about admissions, statutory assessments of Special Educational Needs, or school re-organisation proposals should be raised with the relevant local authority.</p>
<ul style="list-style-type: none"> Matters likely to require a Child Protection Investigation 	<p>Complaints about child protection matters are handled under our Safeguarding and Child Protection policy and in accordance with relevant statutory guidance.</p> <p>If you have serious concerns, you may wish to contact the Local Authority Designated Officer (LADO) who has local responsibility for safeguarding or the Surrey Children's Single Point of Access (C-SPA) on 0300 470 9100.</p>
<ul style="list-style-type: none"> Exclusion of children from school* 	<p>Further information about raising concerns about exclusion can be found at: www.gov.uk/school-discipline-exclusions/exclusions.</p> <p><i>*complaints about the application of the behaviour policy can be made through GNSFC's complaints procedure.</i></p>
<ul style="list-style-type: none"> Whistleblowing 	<p>We have an internal whistleblowing procedure for all our employees, including temporary staff and contractors.</p> <p>The Secretary of State for Education is the prescribed person for matters relating to education 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.</p> <p>Volunteer staff who have concerns about GNSFC should complain through GNSFC's complaints procedure. You may also be able to complain direct to the LA or the Department for Education (see link above), depending on the substance of your complaint.</p>
<ul style="list-style-type: none"> Staff grievances 	<p>Complaints from staff will be dealt with under GNSFC's internal grievance procedures.</p>
<ul style="list-style-type: none"> Staff conduct 	<p>Complaints about staff conduct will be dealt with under GNSFC's internal disciplinary procedures, if appropriate.</p> <p>Complainants will not be informed of any disciplinary action taken against a staff member as a result of a complaint. However, the complainant will be notified that the matter is being addressed.</p>
<ul style="list-style-type: none"> Complaints about services provided by other providers who may use GNSFC premises or facilities 	<p>Providers should have their own complaints procedure to deal with complaints about service. Please contact them direct.</p>
<ul style="list-style-type: none"> Early years foundation stage statutory framework - content 	<p>Please contact the Department for Education at: www.education.gov.uk/contactus</p>

If other organisations are investigating any aspects of the complaint, for example the police, local authority (LA) safeguarding teams or Tribunals, this may impact on our ability to adhere to the timescales within this procedure or result in the procedure being suspended until those organisations have completed their investigations. If this happens, complainants will be kept informed.

If a complainant commences legal action against GNSFC in relation to their complaint, we will consider whether to suspend the complaints procedure until those legal proceedings have concluded.

Resolving complaints

At each stage in the procedure, GNSFC wants to resolve the complaint. If appropriate, we will acknowledge that the complaint is upheld in whole or in part. In addition, we may offer one or more of the following:

- an explanation
- an admission that the situation could have been handled differently or better
- an assurance that we will try to ensure the event complained about will not recur
- an explanation of the steps that have been or will be taken to help ensure that it will not happen again and an indication of the timescales within which any changes will be made
- an undertaking to review GNSFC policies in light of the complaint
- an apology.

In addition, mediation or facilitated meetings can provide helpful mechanisms for discussion when a concern or a complaint is raised, or at any stage during the complaints process. These meetings can help to rebuild the relationship between parties either during the investigative stages or once the complaints procedure has been completed.

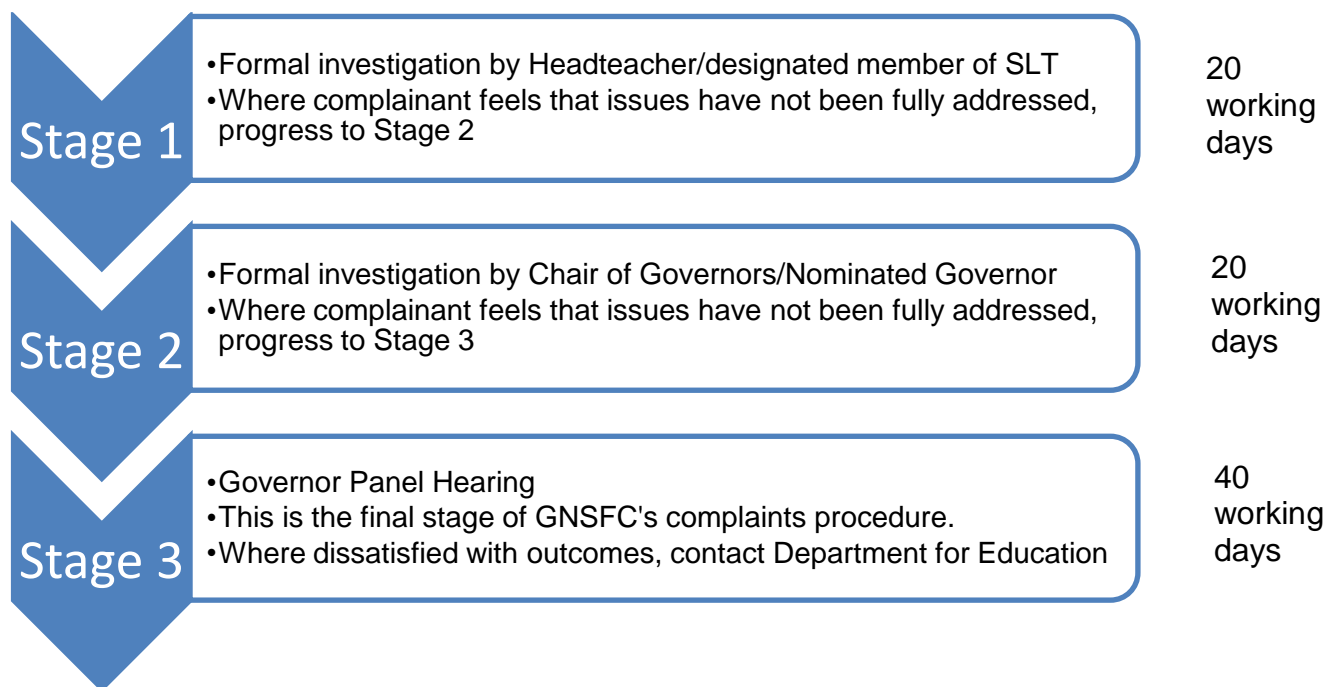
Mediation and/or facilitated meetings can be arranged via the Area Schools Support Service and will be impartial and objective. If agreed by all parties, the complaint may be paused to allow time for this to occur.

Withdrawal of a complaint

If a complainant wants to withdraw their complaint, we will ask for this to be confirmed in writing.

Formal complaints

Summary of timeline for formal complaints



Stage 1 Headteacher investigation

- Acknowledgement of receipt of complaint to be sent within 3 days of receipt of the complaint.
- Complaint to be investigated and written response to be received by complainant within 20 days of receipt of the formal complaint.

Stage 2 Governor investigation

- If the complainant believes that their complaint has not been fully addressed at stage 1, they may request to move to stage 2. This request must be made within 10 days of the receipt of the outcome letter at stage 1.
- Acknowledgement of receipt of complaint to be sent within 3 days of receipt of the complaint.
- Complaint to be investigated and written response to be received by complainant within 20 days of receipt of the stage 2 formal complaint.

Stage 3 Governor panel hearing

- If the complainant believes that their complaint has not been fully addressed at stage 2, they may request to move to stage 3. This request must be made within 10 days of the receipt of the outcome letter at stage 2.
- Acknowledgement of receipt of request to escalate complaint to stage 3 to be sent within 3 days.
- Hearing to be held within 30 days of receipt of request to go to stage 3.
- Paperwork for Stage 3 hearing to be received from all parties at least 10 days before the hearing.
- Paperwork for Stage 3 hearing to be sent to all parties at least 5 days before the hearing.
- Outcome letter from the Panel to be received by complainant within 10 days of the hearing.

Note: In all cases relating to Guildford Nursery School, timescales refer to school working days so exclude weekends, school holidays and INSET days. In all cases relating to Guildford Family Centre, timescales refer to working days so exclude weekends and bank holidays.

Stage 1 – Headteacher investigation

Formal complaints must be made to the Headteacher (unless they are about the Headteacher, please see below), via Reception. This may be done in person or in writing, preferably on the Complaint form (see Appendix A for the contact details of the Headteacher, and Appendix B for a copy of the form). The form is useful as it ensures that relevant information is communicated at the outset.

The Headteacher will record the date the complaint is received and will acknowledge receipt of the complaint in writing (either by letter or email) within **3 working days**.

Within this response, the Headteacher will seek to clarify the nature of the complaint, ask what remains unresolved and what outcome the complainant would like to see. The Headteacher can consider whether a face to face meeting is the most appropriate way of doing this.

Note: The Headteacher may delegate the investigation to another member of GNSFC's senior leadership team but not the decision to be taken.

During the investigation, the Headteacher (or investigator) will:

- if necessary, interview those involved in the matter and/or those complained about, allowing them to be accompanied if they wish
- keep a written record of any meetings/interviews in relation to their investigation.

At the conclusion of their investigation, the Headteacher will provide a formal written response within **20 working days** of the date of receipt of the complaint.

If the Headteacher is unable to meet this deadline, they will provide the complainant with an update and revised response date.

The response will detail any actions taken to investigate the complaint and provide a full explanation of the decision made and the reason(s) for it. Where appropriate, it will include details of actions GNSFC will take to resolve the complaint.

The Headteacher will advise the complainant of how to escalate their complaint if they believe it has not been fully addressed at this stage.

Complaints about the Headteacher or governors

If the complaint is about the Headteacher, or a member of the governing body (including the Chair or Vice-Chair), please complete the complaint form (see Appendix B) and return it to the Clerk.

A suitably skilled governor will then be appointed by the Chair and the process will begin at Stage 2.

Should your complaint progress to Stage 3 and is:

- jointly about the Chair and Vice Chair or
- the entire/majority of the governing body

Stage 3 will be heard by a panel of governors who are independent of GNSFC.

Stage 2 – Governor investigation

If the complainant believes that their complaint has not been fully addressed at Stage 1, they may request a Governor investigation. This should be done in writing, preferably on the Complaint Form (see Appendix A for the contact details of the Chair of Governors, and Appendix B for a copy of the form). The form should be returned to the Clerk to the governing body within 10 working days from the date of the Stage 1 outcome letter. A request to move to Stage 2 will not normally be accepted after 10 days and will be at governors' discretion.

The Chair of Governors may choose to delegate the investigation of the complaint to a Nominated Governor who may, at the sole discretion of the Chair of Governors, be independent of GNSFC. The investigating governor will have had no prior involvement in the complaint.

Receipt of the complaint form will be acknowledged. In most cases the complainant will be invited to meet with the Chair of Governors/Nominated Governor at the outset of the process. The aim of this meeting is to enable the Chair of Governors/Nominated Governor to understand the scope of the complaint and desired outcomes prior to commencing their investigation.

The Chair of Governors/Nominated Governor will consider all relevant evidence; this may include but is not limited to:

- evidence and outcome from Stage 1 investigation if applicable
- a statement from the complainant
- where relevant a meeting with/statement from the individual who is the subject of the complaint
- any previous correspondence regarding the complaint
- any supporting documents from all parties
- interviews with/statements from anyone related to the complaint
- relevant policies and whether they were followed

After considering the available evidence, the Chair of Governors/Nominated Governor may:

- **uphold the complaint** and direct that certain action be taken to resolve it
- **not uphold the complaint** and provide the complainant with details of the Stage 3 complaint review process
- **uphold the complaint in part:** in other words, the Chair of Governors/Nominated Governor may find one aspect of the complaint to be valid, but not another aspect. They may recommend certain action to be taken to resolve any aspect that they find in favour of the complainant.

The Chair of Governors/Nominated Governor should inform the complainant of their decision in writing within **20 working days of receipt of the complaint**. They should explain clearly why they have come to the decision that they made. They should detail any agreed actions or recommendations to GNSFC as a result of the complaint. Finally, they should provide the complainant with details of how to progress the complaint to Stage 3 if they believe that their complaint has not been fully addressed, providing them with the contact details of the Clerk to the Governing Body (Appendix A). Should the complaint not be resolved, mediation should be considered. This can be arranged through the Area Schools Support Service and will be impartial and objective.

Stage 3 – Panel hearing

If the complainant does not believe that their complaint has been fully addressed at Stage 2 and wishes to take the matter further, they can escalate the complaint to Stage 3. This consists of a panel hearing with at least three governors who were not directly involved in the matters detailed in the complaint or in any previous investigation into the complaint, with consideration being given to an independent governor.

Complainants can request an independent complaints panel if they believe there is likely to be bias in the proceedings. They should provide evidence of bias in support of their request, as it is the Panel's decision whether to agree to it. If the appearance of bias is sufficient to taint the decision reached, then it is recommended that the Panel grants such requests.

This is the final stage of GNSFC's complaints procedure.

On rare occasions the Panel may decide not to invite parties to a meeting but instead deal with the complaint in private through consideration of the written representations. In making their decision they will be sensitive to the complainant's needs and expressed preference.

Timeline

A request to escalate to Stage 3 must be made to the Clerk, via Reception, within **10 working days** of receipt of the Stage 2 response. This should be done in writing (preferably on the Complaint Form (see Appendix A for the contact details of the Chair of Governors, and Appendix B for a copy of the form)).

Requests received outside of this time frame will only be considered if exceptional circumstances apply and are explained to the Clerk at the same time that the request for a Stage 3 hearing is made.

The Clerk will record the date the complaint is received and acknowledge receipt of the complaint in writing (either by letter or email) within **3 working days**.

The Clerk will work with all parties to identify a mutually convenient date for the meeting. They will aim to convene a meeting within **30 working days** of receipt of the Stage 3 request. If this is not possible, the Clerk will provide an anticipated date and keep the complainant informed.

If the Panel determines that all reasonable efforts to identify a mutually convenient date have been exhausted, they may decide to proceed to hold the meeting in private.

If the complainant rejects the offer of three proposed dates, without good reason, the Clerk and the Panel will decide when to hold the meeting. In this case the Panel will meet, with the Clerk and Area Schools Officer in attendance, (but without the complainant or GNSFC representative) and consider the complaint on the basis of written submissions from both parties, with neither party being present.

At least **15 working days** before the meeting, the Clerk will:

- confirm and notify both parties of the date, time and venue of the meeting, ensuring that, if the complainant is invited, the dates are convenient to all parties and that the venue and proceedings are accessible and
- inform both parties that copies of all evidence considered at Stages 1 and 2 should be submitted to the Clerk at least **10 working days** before the meeting. Any evidence submitted after this, including on the day of the hearing, will only be considered in exceptional circumstances with the agreement of the panel, whose decision is final.

Any written material will be collated and circulated by the Clerk to all parties attending the meeting so that it is received at least **5 working days** before the date of the meeting. The Panel will not normally accept, as evidence, recordings of conversations that were obtained covertly and without the informed consent of all parties being recorded.

Attendees at the meeting

The Clerk will invite the following core participants as applicable:

- a panel of three governors, one or more of whom may be independent of GNSFC
- the complainant
- the Headteacher
- the investigating governor who dealt with the complaint at Stage 2
- Area Schools Support Service representative (procedural advice).

The complainant may ask to be accompanied to the meeting by a supportive companion, interpreter or advocate. It is not advisable for this person to be a member of the GNSFC community, for reasons of confidentiality and to avoid conflict of interest. The complainant must advise the Clerk to the Complaint Review Panel of the name and role of this additional person prior to the hearing, and the Clerk will seek agreement from the chair of the Panel. If the additional person is attending as an advocate, they will be presenting the complainant's case and speaking on their behalf, and therefore the complainant will not be able to address the Panel directly. If the additional person is attending as a supportive companion they will not be able to address the Panel directly.

If the attendance of any children is required at the hearing, parental permission will be sought if the child/young person is under the age of 18. Extra care will be taken to consider the vulnerability of children where they are present at a complaints hearing. The Panel should respect the views of the child/young person and give them equal consideration to those of adults. If the child/young person is the complainant, the Panel should ask in advance if any support is needed to help them present their complaint. Where the child/young person's parent is the complainant, the Panel should give the parent the opportunity to say which parts of the meeting, if any, the child/young person needs to attend. However, the parent should be advised that agreement might not always be possible if the parent wishes the child/young person to attend a part of the meeting that the Panel considers is not in the child/young person's best interests. The welfare of the child/young person is paramount.

Either party may make a request to the Panel for a witness to attend for a section of the meeting. It is the expectation that witnesses will have provided an account to the investigator at an earlier stage of the complaint and therefore the attendance of witnesses in person is likely to be necessary only in rare circumstances in order to clarify aspects of their previously given statements. The Panel will consider the request on a case-by-case basis.

As this is not a legal process, neither party may bring legal representation with them except in exceptional circumstances, by prior agreement of the Panel.

Representatives from the media are not permitted to attend.

Scope of the meeting

The Panel will:

- Consider those aspects of the complaint which the complainant believes have not been fully addressed at the previous stages in the complaints procedure and where the complainant believes that GNSFC has not followed its complaints policy.
- Consider the effectiveness of the investigation process at Stage 1 and 2.
- Consider ways to resolve the complaint and, if possible, achieve reconciliation between GNSFC and the complainant.

We recognise that the complainant might not be satisfied with the outcome if the meeting does not find in their favour. It may only be possible to establish the facts and make recommendations. Financial compensation is not a possible outcome of the process.

The panel hearing will consider the complaint as was submitted at stage 1 and 2. Any new issues will need to be dealt with by a separate complaint procedure.

Procedure for the meeting

The meeting is confidential. Electronic recordings of meetings or conversations are not normally permitted unless a complainant's own disability or additional needs require it. Prior knowledge and consent of all parties attending must be sought before meetings or conversations are recorded. Consent will be recorded in any minutes taken.

There may be occasions that the panel determines that it is appropriate for the meeting to be held virtually. This can be requested via the Clerk by any party, and the panel will consider the request on a case-by-case basis.

The format of the meeting is that the complainant is given a set amount of time to make their case. The Panel and GNSFC may then ask the complainant questions for clarification. GNSFC then has the same amount of time to make their case. The Panel and complainant then have the opportunity to seek clarification from GNSFC. Both parties then leave the meeting and the Panel will deliberate.

Alternative procedure – there may be rare occasions when it is not appropriate for the complainant and GNSFC representative to be in the same room. In these cases, the complainant and GNSFC's representatives will state their case to the Panel separately and will remain available to answer questions which arise. This procedure can be requested, via the Clerk by any party, and the panel will consider the request on a case-by-case basis.

The Panel will consider the complaint and all the evidence presented, and will come to their decisions on the balance of probabilities. The Panel can:

- uphold the complaint in whole or in part
- not uphold the complaint in whole or in part
- partially uphold the complaint in whole or in part
- determine that all or part of the complaint is out of their scope to consider.

The Panel will:

- where possible, decide on the appropriate action to be taken to resolve the complaint
- where appropriate, recommend changes to GNSFC's systems or procedures to prevent similar issues in the future.

The Chair of the Panel will provide the complainant and GNSFC with a full explanation of their decision and the reason(s) for it, in writing, and a copy of the minutes of the Panel hearing, within **10 working days**.

The letter to the complainant will include details of how to contact the Department for Education if they believe that their complaint has been handled unreasonably or unlawfully by GNSFC.

The response will detail any actions taken to investigate the complaint and provide a full explanation of the decision made and the reason(s) for it. Where appropriate, it will include details of actions GNSFC will take to resolve the complaint.

The Panel will ensure that those findings and recommendations are sent by post, email or otherwise given to the complainant and, where relevant, the person complained about, with a copy to the Headteacher.

Next Steps

If the complainant believes GNSFC did not handle their complaint in accordance with the published complaints procedure or they acted unlawfully or unreasonably in the exercise of their duties under education law, they can contact the Department for Education after they have completed Stage 3.

The Department for Education will not normally reinvestigate the substance of complaints or overturn any decisions made by GNSFC. They will consider whether GNSFC has adhered to education legislation and any statutory policies connected with the complaint.

The complainant can refer their complaint to the Department for Education online at:

www.education.gov.uk/contactus, by telephone on 0370 000 2288 or by writing to:

Department for Education
Piccadilly Gate
Store Street
Manchester
M1 2WD

Parents and carers can notify Ofsted if they believe that our school is not meeting the Early Years Foundation Stage requirements, by:

- Calling 0300 123 4666
- Emailing enquiries@ofsted.gov.uk
- Using the online contact form available at <https://www.gov.uk/government/organisations/ofsted#org-contacts>

We will notify parents and carers if we become aware that our school is to be inspected by Ofsted. We will also supply a copy of the inspection report to parents and carers of children attending the setting on a regular basis.

Roles and responsibilities

Complainant

The complainant will receive a more effective response to the complaint if they:

- explain the complaint in full as early as possible
- co-operate with GNSFC in seeking a resolution to the complaint
- respond promptly to requests for information or meetings or in agreeing the details of the complaint
- provide all supporting evidence to investigators at the earliest opportunity
- ask for assistance as needed
- treat all those involved in the complaint with respect
- refrain from publicising the details of their complaint on social media and respect confidentiality.

Investigator

The investigator's role is to provide a comprehensive, open, transparent and fair consideration of the complaint through:

- sensitive and thorough discussion with the complainant to establish their perspective and desired outcomes
- interviewing staff and other people relevant to the complaint
- consideration of records and other relevant information
- analysing information
- liaising with the complainant and the Clerk as appropriate to clarify what the complainant feels would put things right.

Clerk to the stage 3 panel hearing

The Clerk is the contact point for the complainant and the Panel and should:

- ensure that all people involved in the complaint procedure are aware of their legal rights and duties, including any under legislation relating to school complaints, education law, the Equality Act 2010, the Freedom of Information Act 2000, the Data Protection Act (DPA) 2018 and the General Data Protection Regulations (GDPR)
- set the date, time and venue of the meeting, ensuring that the dates are convenient to all parties (if they are invited to attend) and that the venue and proceedings are accessible
- collate any written material relevant to the complaint and send it to the parties in advance of the meeting within an agreed timescale
- record the proceedings by way of taking notes
- circulate the notes of the Panel hearing
- notify all parties of the Panel's decision.

Panel chair

The Panel's chair, who is nominated in advance of the complaint meeting, will ensure that the meeting is conducted in line with the complaints procedure and best practice principles.

Panel members

Panel members should be aware that:

- The meeting must be independent and impartial, and should be seen to be so
- No governor may sit on the Panel if they have had a prior involvement in the complaint or in the circumstances surrounding it
- They should read all documentation and understand the aims and purpose of the meeting.

Procedure for managing serial and unreasonable complaints

GNSFC 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 GNSFC.

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.

GNSFC defines unreasonable behaviour as that which hinders our consideration of complaints because of the frequency or nature of the complainant's contact with GNSFC, such as, if the complainant:

- 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.
- Refuses to accept that certain issues are not within the scope of the complaints procedure.
- Insists on the complaint being dealt with in ways which are incompatible with the complaints procedure or with good practice.
- Introduces trivial or irrelevant information which they expect to be taken into account and commented on.
- 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 GNSFC's complaint procedure has been fully and properly implemented and completed including referral to the Department for Education.
- Seeks an unrealistic outcome.
- Makes excessive demands on GNSFC time by frequent, lengthy and complicated contact with staff regarding the complaint in person, in writing, by email and by telephone while the complaint is being dealt with.
- Uses threats to intimidate.
- Uses abusive, offensive or discriminatory language or violence.
- Knowingly provides falsified information.
- Publishes unacceptable information on social media or other public forums.

Complainants should try to limit their communication with GNSFC that relates to their complaint, while the 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 determining that they may be acting "unreasonably".

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

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 GNSFC.

Procedure for managing complaint campaigns

In the rare event that GNSFC receives a large volume of complaints all based on the same subject, from complainants unconnected with GNSFC, we will either send a template response to all complainants or publish a single response on GNSFC's website.

Area Schools Support Service

The role of the Area Schools Support Service is to provide impartial advice and guidance to school staff, governors and complainants at all stages of the complaints process.

GNSFC may share data and seek advice from the Area Schools Support Service in the management of a concern or complaint in the interests of performing a task which is in the public interest.

West Surrey Area Schools Officers	Kate Charles – 07792 587096 – kate.charles@surreycc.gov.uk Cara Harding – 07968 834131 – cara.harding@surreycc.gov.uk
East Surrey Area Schools Officers	Ann Panton – 07976 924186 – ann.panton@surreycc.gov.uk Adelina (Addy) Mason - 07814 804432 – adelina.mason@surreycc.gov.uk
Team Email	school.relationships@surreycc.gov.uk

Appendix A – School contact details

Guildford Nursery School and Family Centre
Hazel Avenue, Guildford GU1 1NR
T: 01483 566 589
E: admin@guildfordnsc.surrey.sch.uk

Guildford Nursery School
York Road, Guildford Gu1 4DU
T: 01483 566 589
E: info@guildfordnsc.surrey.sch.uk

Guildford Family Centre
Hazel Avenue, Guildford GU1 1NRT: 01483 510 570
E: receptionfc@guildfordnsc.surrey.sch.uk

Head Teacher:
Sally Cave (head@guildfordnsc.surrey.sch.uk)

Chair of Governors:
Andrew Bagwell (chairofgovernors@guildfordnsc.surrey.sch.uk)

Clerk to the Governing Body:
clerk@guildfordnsc.surrey.sch.uk

Appendix B – Complaint form

Please complete and return to either the Headteacher for Stage 1, or the Clerk for Stages 2 and 3 who will acknowledge receipt and explain what action will be taken.

Your name:		
Child's name (if relevant):		
Your relationship to the child (if relevant):		
Contact details:		
Please give details of your complaint (adding extra pages if necessary):		
No.	Details of issue	What action has been taken to resolve the matter and by whom?
1		
2		
3		
4		

What actions do you feel might resolve the problem at this stage?

Are you attaching any paperwork? If so, please give details.

Signature:

Date:

Official use

Date acknowledgement sent and by whom:

Stage:

Complaint referred to:

Action taken:

Date: