



**Campion School**

# **Complaints Procedure**

Dated: Nov 2025

Review: Nov 2026



# Campion School

## Complaint's Procedure

### Policy details

Date of policy: November 2025  
Date of next review: November 2026  
Review to involve: Jassa Panesar (Headteacher)

Members of staff responsible for overseeing that this policy is implemented and regularly reviewed:

Jassa Panesar (Headteacher)

Date: Nov 2025

## COMPLAINTS POLICY

This policy is for the benefit of parents/carers of students at Campion School and accords with good practice and the Education (Independent School Standards) (England) Regulations 2010.

### Time scales

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 if exceptional circumstances apply.

### Complaints 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. If the three months falls within a holiday period, it would still be considered as valid.

### Scope of this complaints procedure

This policy does not cover complaints procedures relating to:

- Admissions
- Statutory assessments of special educational needs (SEN)
- Safeguarding matters
- Suspension and permanent exclusion
- Whistle-blowing
- Staff grievances
- Staff discipline

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

### Stage 1

- A parent/carer should discuss with, write or meet the relevant member of staff, their immediate manager or a senior manager in an attempt to resolve the issue. It is recognised that this process may take more than one meeting.
- If a parent/carer feels that their concern has not been addressed adequately in this first instance they should contact the Headteacher who will investigate the matter and respond in writing within **ten (10) working days**.
- If a parent/carer feels that their concern is particularly serious they can contact the Headteacher in the first instance, but the Headteacher may suggest that the matter be dealt with initially by a colleague with more direct knowledge of the issue. The matter will be investigated and a response issued within **ten (10) working days**.
- If the Headteacher is unable to meet this deadline; they will provide the complainant with an update and revised response date
- The aim of members of staff in all instances will be to resolve the problem and retain the best possible working relationship between families and the school. Whilst it is hoped and expected that this process will enable resolution of the vast majority of complaints it is recognised that a second, more formal stage may be necessary.
- It is important to note that if a school Governor is contacted before all the above processes have been undertaken, the Governor will ask the parent/carer to contact the Headteacher.

- If the complaint is about the Headteacher then the concern should be directed to the Chair of Governors, under Stage 2, via the Governance Professional at [govclerk@campion.warwickshire.sch.uk](mailto:govclerk@campion.warwickshire.sch.uk)
- 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.

## Stage 2

- If a satisfactory resolution has not been found in Stage 1 of the complaints process a formal complaint to the Governing Body can be made using the form at the end of this policy to record the complaint.
- The Chair of Governors can be contacted through the Governance Professional at Campion School, Sydenham Drive, Leamington Spa CV31 1QH or via email to [govclerk@campion.warwickshire.sch.uk](mailto:govclerk@campion.warwickshire.sch.uk)
- The Chair of Governors, or a Governor nominated by the Chair of Governors, will investigate the complaint and respond in writing within **twenty (20) working days** of receipt.
- If the complaint is:  
jointly about the Chair and Vice Chair or  
the entire governing body or  
the majority of the governing body

Stage 2 will be considered by an independent investigator appointed by the governing body. At the conclusion of their investigation, the independent investigator will provide a formal written response.

## Stage 3

- If the parent/carer indicates in writing that they are still not satisfied after the processes in Stage 2 have been completed, the Chair of Governors will convene a panel of three Governors to hear the complaint within **twenty (20) working days** of receipt of this written notice.
- The panel will hear evidence from the parent/carer and the Headteacher. The Chair of the panel will decide whether to see these parties collectively or individually.
- The Governance Professional will negotiate with the Panel members, the complainant and the Headteacher to agree a suitable date and times for a hearing.
- The three panel members must not have been directly involved in the matters detailed in the complaint, and the panel will include at least one member who is independent of the management of the school. Neither the Headteacher nor the Chair of the Governing Body/nominated Governor who reviewed the complaint during Stage 2 can be members of the panel as they will already have been involved in handling the complaint.
- The Governance Professional will confirm in writing the time, date and venue for the hearing. Complainants may take a friend or representative with them as well as an interpreter should one be required.
- If the complainant rejects the offer of three proposed dates, without good reason, the Governance Professional will decide when to hold the meeting. It will then proceed in the complainant's absence on the basis of written submissions from both parties.

- If the complaint is:  
Jointly about the Chair and Vice Chair or  
The entire governing body or  
The majority of the governing body  
Stage 3 will be heard by a completely independent committee panel.
- A complainant may bring someone along to the panel meeting to provide support. This can be a relative or friend.
- Both the complainant and the school will be given the opportunity to supply further information, in writing, which must be presented to the Governance Professional at least **five (5) school days before the hearing**.
- The panel will not review any new complaints at this stage or consider any evidence unrelated to the initial complaint.
- Four school days before the hearing The Governance Professional will send all participants any papers submitted for the consideration of the Panel, including the original complaint **four (4) working days** before the hearing
- In the panel meeting both the complainant and the Headteacher will have the opportunity to explain their concerns and position. The Panel will have the opportunity to question both about what they have said or put in writing.
- When both parties have left the meeting the Panel will consider the evidence and reach a decision. The committee can:  
uphold the complaint in whole or in part  
dismiss the complaint in whole or in part.
- If the complaint is upheld in whole or in part, the committee will:  
decide on the appropriate action to be taken to resolve the complaint  
where appropriate, recommend changes to the school's systems or procedures to prevent similar issues in the future.
- The Chair of the Panel will write to the complainant and the Headteacher **within three (3) school days** of the hearing to let them know the outcome.
- The letter from the Chair of the Panel will tell the complainant(s) how to proceed if they are not satisfied with the outcome.
- In appropriate circumstances the Chair of Governors has the discretion to decide to alter the above arrangements in the conduct of a hearing – for example to consider written submissions only.
- A written record will be kept of all complaints, and of whether they are resolved at the preliminary stage or proceed to a panel hearing, along with what actions have been taken, regardless of the decision.
- All correspondence, statements and records relating to individual complaints will be kept confidential except where the Secretary of State or a body conducting an inspection under section 109 of the Education and Skills Act 2008 requests access to them.

#### Stage 4

If complainants are still not satisfied, they can address their complaint to the Department for Education, sending details of their concern, the original complaint and any other relevant papers. There is an online form available for this purpose. The Department for Education will inform how the complaint will be handled.

