



La Houquette Primary School

COMPLAINTS PROCEDURES

***MNOC3:** Operating in a spirit of openness and transparency so that all stakeholders understand the processes in place across the Bailiwick to maintain the highest quality of education*

***MNOC4:** Making the most responsible, efficient and effective use of public resources to provide learning environments that promote excellence and facilitate individual creativity and community prosperity*

***MNOC5:** Working in partnership to embed and promote learner-centred practice across the sector so that our learners, their families, staff and settings receive a consistently high quality level of support*

***OLG 4:** Developing a shared culture of trust, honesty, open communication, and reflection across the whole education sector that embraces and promotes continuous improvement and accountability at all levels*

Successful Learners Confident Individuals Responsible Citizens Effective Contributors

Healthy and Active Safe and Nurtured Included and Respected Reaching their Full Potential

La Houquette vision:

"La Houquette Primary School aims to be a school where staff, parents and the community work in partnership to inspire and empower their children to explore, learn and understand the value of hard work and effort in order to challenge themselves to be the best they can be. They focus on exciting, creative teaching and learning and strive to develop happy, motivated children who show consideration, are inclusive, respect and understand others and their environment. Our La Houquette values underpin all that we do. They can help pupils understand right from wrong and they can also help to shape the mindsets and behaviours of future adults."

La Houquette School Values

1. **We show respect:** *we care for ourselves and each other, for property, our community, our environment, our world; we listen to each other respectfully and accept people have other views. We take turns and share. We include everyone*
2. **We are kind:** *We include everyone. We look to help and care for each other and our environment. We have gentle hands. We include each other*
3. **We try to do our best:** *we don't give up - we show a Growth Mindset.*
4. **We are honest:** *to ourselves and each other.*
5. **We are proud of who we are:** *of what we do, of our families, our teachers, our school, our community, our parish, our island and our world.*

La Houquette is a Rights Respecting School. We believe the following rights are really important in the commitment to ensuring our children are safe and having their rights met:

- 2 - no discrimination
- 3 - best interests of the child
- 16 - protection of privacy

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. All concerns should be recorded on the communications log in the child's profile in CPOMS

- Raise the concern with the class teacher either via email, Dojo 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 leader should be contacted in the first instance.

KS2 Leader: Mrs Maindonald

KS1 / EYFS Leader: Mrs Savage/Ms Reilly

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

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.

- 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 or Deputy Headteacher.

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.

All complaints will be recorded on the Complaints and Concerns log

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, Mr Nick Hynes.

Persistent complaints

Where a complainant tries to re-open the issue with the school after the complaints procedure has been fully exhausted and the school has done everything it reasonably can in response to the complaint, the Director of Education will inform the complainant that the matter is closed. If the complainant subsequently contacts the school again about the same issue, the school can choose not to respond.

The normal circumstance in which we will not respond is if:

The school has taken every reasonable step to address the complainant's needs, *and*

The complainant has been given a clear statement of the school's position and their options (if any), *and*

The complainant is contacting the school repeatedly but making substantially the same points each time

However, this list is not intended to be exhaustive.

The school will be most likely to choose not to respond if:

- We have reason to believe the individual is contacting the school with the intention of causing disruption or inconvenience, and/or
- The individual's letters/emails/telephone calls are often or always abusive or aggressive, and/or
- The individual makes insulting personal comments about, or threats towards, school staff
- Unreasonable behaviour which is abusive, offensive or threatening may constitute an unreasonably persistent complaint.
- Once the school has decided that it is appropriate to stop responding, the complainant will be informed in writing, either by letter or email.
- The school will ensure when making this decision that complainants making any new complaint are heard, and that the school acts reasonably.

If the complainant breaches the schools's [Managing abusive and aggressive visitors](#) to school policy, the consequences of such a breach will be evoked.

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 (on SIMs) 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, our privacy notices and [records management policy/record retention schedule].

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 the Headteacher every two years.

Links with other policies

Policies dealing with other forms of complaints include:

States of Guernsey Compliments, Comments , Complaints 2021

Child protection and safeguarding policy and procedures <http://iscp.gg/>

Admissions policy <https://www.gov.gg/CHttpHandler.ashx?id=115501&p=0>

Exclusions procedures <https://www.gov.gg/exclusion>

SEN policy and information report <https://www.gov.gg/CHttpHandler.ashx?id=1211&p=0>

Written by: Claire Judd 2.06.23

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