

Osmani Primary School
Vallance Road
London
E1 5AD

Tel: 020 7247 8909
Fax: 020 7247 9906
Email: admin@osmani.towerhamlets.sch.uk

www.osmani.towerhamlets.sch.uk



Reach For The Stars

Complaints Policy

Our Motto

Reach For The Stars

Our Vision Statement

Our vision is to develop an inclusive school, which promotes and achieves excellence, and continues to nurture the values, confidence and skills of pupils, staff and the community, in order to meet the emerging opportunities of the 21st century.

Our vision and values support **Articles 2, 12, 15, 19, 24, 27, 28, 29, 31** of the United Nations Convention on the Rights of a Child.

Our Rights

- ★ **Article 19:** We have the right to be safe.
- ★ **Article 28:** We have the right to quality education.
- ★ **Article 12:** We have the right to give our opinion and listen to others.
- ★ **Article 15/31:** We have the right to join in and be part of a team.
- ★ **Article 29:** We have the right to develop our personalities, talents and abilities.
-

Our Values



Striving Teamwork All Included Responsibility Success



★ Striving

Our aim is that we are a school that:

- **uses our Growth Mind-set (learning from mistakes and always willing to have a go)**
- **never gives up and always find ways of improving**
- **enjoys challenges and aims high**

★ Teamwork

Our aim is that we are a school that:

- **encourages and supports each other to be the best we can be**
- **learns from each other**
- **listens to and respects each other's ideas**

★ All Included

Our aim is that we are a school that:

- **has high expectations of everyone**
- **encourages everyone to take an active part in learning and life of our school**
- **nurtures and celebrates what makes each and every one of us unique**
-

★ Responsibility

Our aim is that we are a school that:

- **takes ownership of the choices we make**

Last Review Date: Summer 2026

Next Review Date: Summer 2027

- takes ownership/charge of our own learning
- looks after each other and our school

★ Success

Our aim is that we are a school that:

- provides an education that encompasses academic, creative, social, emotional, physical and cultural development.
- celebrates our efforts and achievements

Equal Opportunities and the Single Equality Scheme

We believe that all those who work in Osmani - children and adults - have the right to be treated fairly and with respect by everyone connected with the school.

We aim for Osmani to be a safe, supportive place, where all children and adults feel valued as individuals, whatever their ability, age, disability, gender identity, marriage or civil partnership, pregnancy & maternity, race, religion or belief, sex and sexual orientation.

The school aims to foster the social and personal skills of co-operation, sharing and mutual respect.

This policy supports the school in addressing Article 3: of the UN Convention on the Rights of the Child.

Last Review Date: Summer 2026

Next Review Date: Summer 2027

Contents

1. Aims.
2. Legislation and guidance.
3. Definitions and scope.
4. Roles and responsibilities.
5. Principles for investigation.
6. Stages of complaint (not complaints against the headteacher or governors)
7. Complaints against the headteacher, a governor or the governing board.
8. Withdrawal of a complaint
9. Referring complaints on completion of the school's procedure.
10. Persistent complaints.
11. Record keeping.
12. Learning lessons.
13. Monitoring arrangements.
14. Links with other policies.

Last Review Date: Summer 2026

Next Review Date: Summer 2027

1. Aims

Our school aims to meet its statutory obligations when responding to complaints from parents of pupils at the school.

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 and courtesy
- Make sure that any decisions we make are lawful, rational, reasonable, fair and proportionate, in line with the principles of administrative law
- 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 make sure we publicise the existence of this policy and make it available on the school website.

Throughout the process, we will be sensitive to the needs of all parties involved, and make any reasonable adjustments needed to accommodate individuals.

2. Legislation and guidance

This document meets the requirements of section 29 of the Education Act 2002, which states that schools must have and make available a procedure to deal with all complaints relating to their school and to any community facilities or services that the school provides.

It is also based on guidance for schools on complaints procedures from the Department for Education (DfE), including the model procedure, and model procedure for dealing with serial and unreasonable complaints.

Last Review Date: Summer 2026

Next Review Date: Summer 2027

In addition, it addresses duties set out in the Early Years Foundation Stage statutory framework with regards to dealing with complaints about the school's fulfilment of Early Years Foundation Stage requirements.

3. Definitions and scope

3.1 Definitions

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

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

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

3.2 Scope

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
- Staff grievances
- Staff discipline

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

- School reorganisation proposals
- Curriculum
- Collective worship

Last Review Date: Summer 2026

Next Review Date: Summer 2027

Complaints about services provided by other providers who use school premises or facilities should be directed to the provider concerned.

4. Roles and responsibilities

4.1 The complainant

The complainant will get a more effective and timely response to their complaint if they:

- Follow these procedures
- Cooperate with the school throughout the process, and respond to deadlines and communication promptly
- Ask for assistance as needed
- Treat all those involved with respect
- Not publish details about the complaint on social media

4.2 The investigator

An individual will be appointed to look into the complaint, and establish the facts. They will:

- Interview all relevant parties, keeping notes
- Consider records and any written evidence and keep these securely
- Prepare a comprehensive report to the headteacher or complaints committee which includes the facts and potential solutions.

4.3 The complaints co-ordinator

The complaints co-ordinator can be:

- The headteacher
- The designated complaints governor
- Any other staff member providing administrative support
- The complaints co-ordinator will:
 - Keep the complainant up to date at each stage in the procedure
 - Make sure the process runs smoothly by liaising with staff members, the headteacher, and chair of governors, clerk and local authority.

Be aware of issues relating to:

Last Review Date: Summer 2026

Next Review Date: Summer 2027

- o Sharing third party information
- o Additional support needed by complainants, for example interpretation support or where the complainant is a child or young person
- Keep records

4.4 Clerk to the governing board

The clerk will:

- Be the contact point for the complainant and the complaints committee, including circulating the relevant papers and evidence before complaints committee meetings
- Arrange the complaints hearing
- Record and circulate the minutes and outcome of the hearing

4.5 Committee chair

The committee chair will:

- Chair the meeting, ensuring that everyone is treated with respect throughout
- Make sure all parties see the relevant information, understand the purpose of the committee, and are allowed to present their case

5. Principles for investigation

When investigating a complaint, we will try to clarify:

- What has happened
- Who was involved
- What the complainant feels would put things right

5.1 Time scales

The complainant must raise the complaint within 3 months of the incident. If the complaint is about a series of related incidents, they must raise the complaint within 3 months of the last incident.

We will consider exceptions to this time frame in circumstances where there were valid reasons for not making a complaint at that time and the complaint can still be investigated in a fair manner for all involved.

Last Review Date: Summer 2026

Next Review Date: Summer 2027

When complaints are made out of term time, we will consider them to have been received on the first school day after the holiday period.

If at any point we cannot meet the time scales we have set out in this policy, we will:

- Set new time limits with the complainant
- Send the complainant details of the new deadline and explain the delay

5.2 Complaints about our fulfilment of early years requirements

We will investigate all written complaints relating to the school's fulfilment of the Early Years Foundation Stage requirements, and notify the complainant of the outcome within 28 school days of receiving the complaint. The school will keep a record of the complaint (see section 10) and make this available to Ofsted on request.

Parents and carers can notify Ofsted if they believe that the school is not meeting Early Years Foundation Stage requirements, by calling 0300 123 4666, or by emailing enquiries@ofsted.gov.uk. An online contact form is also available at <https://www.gov.uk/government/organisations/ofsted#org-contacts>.

We will notify parents and carers if we become aware that the 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.

6. How to raise a concern or make a complaint

A concern or complaint can be made in person, in writing or by telephone. They may also be made by a third party acting on behalf of a complainant, as long as they have appropriate consent to do so.

Concerns should be raised with either the class teacher or headteacher. If the issue remains unresolved, the next step is to make a formal complaint.

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 Stage 2 of the procedure.

Complaints against school staff (except the headteacher) should be made in the first instance, to Remi Atoyebi (**Headteacher**), via the school office. Please mark them as Private and Confidential.

Complaints that involve or are about the headteacher should be addressed to Mike Tyler (**the Chair of Governors**), via the school office. Please mark them as Private and Confidential.

Complaints about the Chair of Governors, any individual governor or the whole governing body should be addressed to the (**Clerk to the Governing Body**) at Info@eduaction.org.uk

Last Review Date: Summer 2026

Next Review Date: Summer 2027

For ease of use, a template complaint form is included at the end of this procedure. **(Appendix 2)** If you require help in completing the form, please contact the school office. You can also ask third party organisations like 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.

FORMAL COMPLAINT: Stage 1

Formal complaints must be made to the headteacher (unless they are about the headteacher), via the school office. This may be done in person, in writing (preferably on the Complaint Form), or by email.

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 **5 school 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*. (Appendix 3: Clarifying complaint form)

The headteacher can consider whether a face to face meeting is the most appropriate way of doing this.

Pre Investigation

The Headteacher (or Investigator) will provide the complainant with **bullet points of the area/s of complaint** as understood by the school before commencing with the investigation.

The complainant should then provide all evidence they have that supports each area of their complaint within **5 school days** of the receipt of the **clarifying complaints form**.

This would allow the complainant to discuss their evidence with the Investigator during the investigation.

Note: The headteacher may delegate the investigation to another member of the school'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 of, allowing them to be accompanied if they wish
- keep a written record of any meetings/interviews in relation to their investigation.

Last Review Date: Summer 2026

Next Review Date: Summer 2027

At the conclusion of their investigation, the headteacher will provide a formal written response within **15 school 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 Osmani Primary School will take to resolve the complaint.

The headteacher will advise the complainant of how to escalate their complaint should they remain dissatisfied with the outcome of Stage 1.

If the complaint is about the headteacher, or a member of the governing body (including the Chair or Vice-Chair), a suitably skilled governor will be appointed to complete all the actions at Stage 1.

Complaints about the headteacher or member of the governing body must be made to the addressed to the (Clerk to the Governing Body) at Info@education.org.uk

If the complaint is:

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

Stage 1 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 2: The Governors Review Panel (All Complaints)

If the complainant is dissatisfied with the outcome at Stage 1 and wishes to take the matter further, they can escalate the complaint to Stage 2 by completing the form (**Appendix 4: Stage 2 : Request for Governing Board Review**) and send it to the Clerk to the Governing Body.

The complainant can ask for the process to be reviewed by the Review panel stating the reasons for requesting a review and any perceived failures arising from the investigation process followed.

- The Review panel's purpose, in each case, is to review **(not to re-investigate)** the original complaint and the school's response to it, including its investigation and the outcome. The Review panel's role is not to undertake a re-investigation of the case, nor to extend its reference beyond the above matters.
- The role of the stage 2 Review panel is to review the actions and supporting evidence of the stage 1 investigation. The panel is not permitted to do the following:
 - to re-investigate the complaint;

Last Review Date: Summer 2026

Next Review Date: Summer 2027

- to reach a definite view on a point of law;
- to be an alternative to a disciplinary hearing, as far as staff are concerned;
- to hear any new complaints

Any review of the process followed by the head teacher, chair of governors or the investigating governor shall be by a panel of at least three members of the governing body appointed to be the Review panel.

A request to escalate to Stage 2 must be made to the Clerk to the Governing Body within **15 school days** of receipt of the Stage 1 response.

The Clerk will record the date the complaint is received and acknowledge receipt of the complaint in writing (either by letter or email) within **5 school days**.

Requests received outside of this time frame will only be considered if exceptional circumstances apply.

The complaints committee will consist of at least three governors with no prior involvement or knowledge of the complaint. Prior to the meeting, they will decide amongst themselves who will act as the Chair of the Complaints Committee. If there are fewer than three governors from Osmani Primary School available, the Clerk will source any additional, independent governors through another local school or through their LA's Governor Services team, in order to make up the committee. Alternatively, an entirely independent committee may be convened to review the complaint at Stage 2.

The Clerk will write to the complainant to inform them of the date of the meeting. They will aim to convene a meeting within **20 school days** of receipt of the Stage 2 request. If this is not possible, the Clerk will provide an anticipated date and keep the complainant informed.

The review will normally be conducted through a consideration of written submissions.

If the complainant rejects the offer of three proposed dates, without good reason, the Clerk 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 complainant is invited to attend the meeting, they may bring someone along **to provide moral support only**. This can be a relative or friend. Generally, we do not encourage either party to bring **legal representatives** to the committee meeting. For instance, if a school employee is called as a witness in a complaint meeting, they may wish to be supported by a union rep.

Note: Complaints about staff conduct will not generally be handled under this complaints procedure. Complainants will be advised that any staff conduct complaints will be considered under staff disciplinary procedures, if appropriate, but outcomes will not be shared with them.

Representatives from the media are not permitted to attend.

Last Review Date: Summer 2026

Next Review Date: Summer 2027

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

- confirm and notify the complainant 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.
- request copies of any further written material to be submitted to the committee at least **7 school days** before the meeting.

Any written material will be circulated to all parties at least **5 school days** before the date of the meeting.

The committee will not accept, as evidence, recordings of conversations that were obtained covertly and without the informed consent of all parties being recorded.

The committee will also not review any new complaints at this stage or consider evidence unrelated to the initial complaint to be included. New complaints must be dealt with from Stage 1 of the procedure.

The meeting will be held in private.

The committee will review the complaint and all the evidence presented. 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 Committee will provide the complainant and Osmani Primary School with a full explanation of their decision and the reason(s) for it, in writing, within **5 school days**.

The letter to the complainant will include details of how to contact the Department for Education if they are dissatisfied with the way their complaint has been handled by Osmani Primary School.

Last Review Date: Summer 2026

Next Review Date: Summer 2027

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 heard by a committee of independent governors.

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 Osmani Primary School will take to resolve the complaint.

The response will also advise the complainant of how to escalate their complaint should they remain dissatisfied.

6. Timescales

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.

7. Complaints received outside term time

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

8. Complaints made directly to the Governing Body

In the event of a complaint being received directly by the Governing Body from a parent or other stakeholders, governors will have regard to the following:

Any complaint to the Governing Board or one of its members must be passed immediately to the Headteacher for investigation. If the complaint is about the Headteacher then the Chair of Governors must be informed immediately.

9. Next Steps

If the complainant believes the school 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 2.

Last Review Date: Summer 2026

Next Review Date: Summer 2027

The Department for Education will not normally reinvestigate the substance of complaints or overturn any decisions made by Osmani Primary School. They will consider whether Osmani Primary School 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.

10. Persistent complaints

10.1 Unreasonably persistent complaints

Most complaints raised will be valid, and therefore we will treat them seriously. However, a complaint may become unreasonable if the person:

- Has made the same complaint before, and it's already been resolved by following the school's complaints procedure
- Makes a complaint that is obsessive, persistent, harassing, prolific, defamatory or repetitive
- Insists on pursuing a complaint that is unfounded, or out of scope of the complaints procedure, beyond all reason
- Pursues a valid complaint, but in an unreasonable manner e.g. refuses to articulate the complaint, refuses to cooperate with this complaints procedure, or insists that the complaint is dealt with in ways that are incompatible with this procedure and the time frames it sets out
- Makes a complaint designed to cause disruption, annoyance or excessive demands on school time
- Seeks unrealistic outcomes, or a solution that lacks any serious purpose or value

Steps we will take

We will take every reasonable step to address the complainant's concerns, and give them a clear statement of our position and their options. We will maintain our role as an objective arbiter throughout the process, including when we meet with individuals. We will follow our complaints procedure as normal (as outlined above) wherever possible.

If the complainant continues to contact the school in a disruptive way, we may put communications strategies in place. We may:

- Give the complainant a single point of contact via an email address

Last Review Date: Summer 2026

Next Review Date: Summer 2027

- Limit the number of times the complainant can make contact, such as a fixed number per term
- Ask the complainant to engage a third party to act on their behalf, such as Citizens Advice Bureau
- Put any other strategy in place as necessary.

Stop responding

We may stop responding to the complainant when all of these factors are met:

- We believe we have taken all reasonable steps to help address their concerns
- We have provided a clear statement of our position and their options
- The complainant contacts us repeatedly, and we believe their intention is to cause annoyance, disruption or inconvenience

Where we stop responding, we will inform the individual that we intend to do so. We will also explain that we will still consider any new unrelated complaints they make.

In response to any serious incident of threat, aggression or violence, we will immediately inform the police and communicate our actions in writing. This may include barring an individual from our school site.

10.2 Duplicate complaints

If we have resolved a complaint under this procedure and receive a duplicate complaint on the same subject from a partner, family member or other individual, we will assess whether there are aspects that we hadn't previously considered, or any new information we need to take into account.

If we are satisfied that there are no new aspects, we will:

- Tell the new complainant that we have already investigated and responded to this issue, and that the local process is complete
- Direct them to the DfE if they are dissatisfied with our original handling of the complaint
- If there are new aspects, we will follow this procedure again.

10.3 Complaint campaigns

The school only responds to individual complaints, where the complainant states clearly the issue in their own words as it relates to them, not as part of a group.

Where a complaint is a 'copy and paste' from an email/a letter already received by the school, we will write back to the complainant and ask them to rewrite the complaint in their own words as it pertains to them and resubmit the complaint to the school.

Last Review Date: Summer 2026

Next Review Date: Summer 2027

When a complaint is sent to the school via email and other people have been copied into it, the people copied into the email will not receive any response from the school.

Only the main complainant will receive a response from the school.

Where the school receives a large volume of complaints about the same topic or subject, especially if these come from complainants unconnected with the school, the school may respond to these complaints by:

- Publishing a single response on the school website
- Sending a template response to all of the complainants

If complainants are not satisfied with the school's response, or wish to pursue the complaint further, the normal procedures will apply.

10.4 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.

10.5 Complaints received by petition

Complaints received by petition will be dealt with informally in the same way as other complaints. If it is not clear who the response should be directed to, the complaint will be treated as an anonymous complaint.

10.6 'Serial' and 'Persistent' Correspondents

(Also see Appendix 6: Serial and Unreasonable Complaints Policy)

The school will do its best to be helpful to people who contact them with a complaint or concern or a request for information. However, in cases where the school is contacted repeatedly by an individual making the same points, or who asks them to reconsider their position, the school will act appropriately.

There will be occasions when, despite all stages of the complaint procedure having been followed, the complainant remains dissatisfied. It is important for the school to recognise when they really have done everything they can in response to a complaint. It is a poor use of the school's time and resources to reply to repeated letters, emails or telephone calls making substantially the same points. If a complainant tries to re-open the same issue, the Chair of Governors can inform them that the procedure has been completed and that the matter is now closed.

If the complainant contacts the school again on the same issue, then the correspondence may be viewed as 'serial' or 'persistent' and the school may choose not to respond. The school will only mark a complainant as 'serial' once the complainant has completed the procedure.

Last Review Date: Summer 2026

Next Review Date: Summer 2027

11. Confidentiality

Confidentiality is vital. All conversations and correspondence will be treated with discretion. Complainants have the right to know what use will be made of personal information and, accordingly, personal information will only be shared between staff on a 'need to know' basis.

12. Equal Access, Accompaniment and representation

Appropriate steps will be taken to ensure that any individual has the opportunity to raise their concerns or submit a formal complaint. This includes the right to be accompanied or represented by a friend or relative at discussions and hearings and/or to submit formal complaints which have been written by another individual on their behalf.

Should any meeting need to be held where any parties would have difficulties in terms of access, the school will assist with providing an appropriate venue.

13. Record keeping

The school will record the progress of all complaints, 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 or on the review panel.

This is except where the secretary of state (or someone acting on their behalf) or the complainant requests access to records of a complaint through a freedom of information (FOI) request or through a subject access request under the terms of the Data Protection Act, or where the material must be made available during a school inspection.

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

The details of the complaint, including the names of individuals involved, will not be shared with the whole governing board in case a review panel needs to be organised at a later point.

Where the governing board is aware of the substance of the complaint before the review panel stage, the school will (where reasonably practicable) arrange for an independent panel to hear the complaint.

Last Review Date: Summer 2026

Next Review Date: Summer 2027

14. Learning lessons

The governing board will review any underlying issues raised by complaints with the headteacher 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.

15. Monitoring arrangements

The governing board will monitor the effectiveness of the complaints procedure in making sure that complaints are handled properly. The governing board will track the number and nature of complaints, and review underlying issues.

The complaints records are logged and managed by the headteacher.

This policy will be reviewed by the headteacher at least once every 2 years.

At each review, the policy will be approved by the Operations committee.

16. Links with other policies

Policies dealing with other forms of complaints include:

- Child protection and safeguarding policy and procedures
- Admissions policy
- Exclusions policy
- Staff grievance procedures
- Staff disciplinary procedures
- SEN policy and information report
- Privacy notices

Last Review Date: Summer 2026

Next Review Date: Summer 2027

Appendix 1: Complaints not in Scope

Scope of this Complaints Procedure

This procedure covers all complaints about any provision of community facilities or services by **Osmani Primary School**, 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 reorganisation proposals should be raised with</p> <p>https://www.towerhamlets.gov.uk/ignl/education_and_learning/schools/school_admissions/school_admissions.aspx</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 child protection and safeguarding 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 Multi-Agency Safeguarding Hub (MASH).</p> <p>Tower Hamlets MASH: Tel: 020 7364 5006 option 3 Extensions: 5606/5601/5358/7796 Email: Mash@towerhamlets.gov.uk</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 the school's complaints procedure.</i></p>

Last Review Date: Summer 2026

Next Review Date: Summer 2027

<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 whistleblowers 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 our school should complain through the school'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 the school's internal grievance procedures.</p>
<ul style="list-style-type: none"> · Staff conduct 	<p>Complaints about staff will be dealt with under the school'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 school 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"> · National Curriculum - content 	<p>Please contact the Department for Education at: www.education.gov.uk/contactus</p>

Appendix 2: Complaint Form

Stage 1 Complaint Form		
Date:	Name of Complainant:	
Relationship to child:	Address	Contact Number/s:
Name of child:	Class	Gender: M/F
<p>What is your complaint about? Please give concise details of your complaint. Please include; The nature of the complaint , the names of any witnesses, the relevant dates and times.</p>		
<p>What action, if any, have you already taken to try and resolve your complaint.</p> <p>Who did you speak to about it?</p> <p>When did you speak to them?</p>		
<p>What was their response?</p>		

Last Review Date: Summer 2026
Next Review Date: Summer 2027

<p>What would you like the Headteacher or Governing Body to do about it? (The outcome you are seeking)</p> 	
<p>Are you attaching any paperwork? If so please give details</p> <p>Action Taken:</p> 	
<p>Signature:</p> 	<p>Date:</p>

Please return the completed document to _____ latest by ____.

Appendix 3: Clarifying Complaint Form

Stage 1 Clarifying Complaint	
Date:	Name of Complainant:
<p>Your complaint:</p> <p>Below is the school understanding of your complaint:</p> <ol style="list-style-type: none"> 1. 2. 3. 4. 	
<p>If the above understanding is correct, please list and submit your evidence relating to each of your complaints within 5 school days of receiving this form, i.e latest by.....</p> <ol style="list-style-type: none"> 1. 2. 3. 4. 	
<p>I can confirm that the above captures my complaint and I have included/submitted evidence relating to my complaint.</p> <p>Signature: Date:</p>	

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

Please continue on separate paper if required and indicate the number of additional pages submitted.

Signature:

Date:

Please submit this form to the School Office

Last Review Date: Summer 2026

Next Review Date: Summer 2027

Appendix 5: Record of Complaint

RECORD OF COMPLAINT		
COMPLAINT MADE BY	DATE RECEIVED:	INVESTIGATED BY:
Details of Complaint		
Information obtained from school's investigation		
Steps taken to resolve complaint		
Outcome of complaint		

Last Review Date: Summer 2026
Next Review Date: Summer 2027

Appendix 6: Policy for managing serial and unreasonable complaints

Osmani Primary School 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 our 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.

Osmani Primary School defines unreasonable behaviour as that which hinders our consideration of complaints because of the frequency or nature of the complainant's contact with the school, 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 the school'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 school 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

Last Review Date: Summer 2026

Next Review Date: Summer 2027

- 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 the school 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 applying an '*unreasonable*' marking.

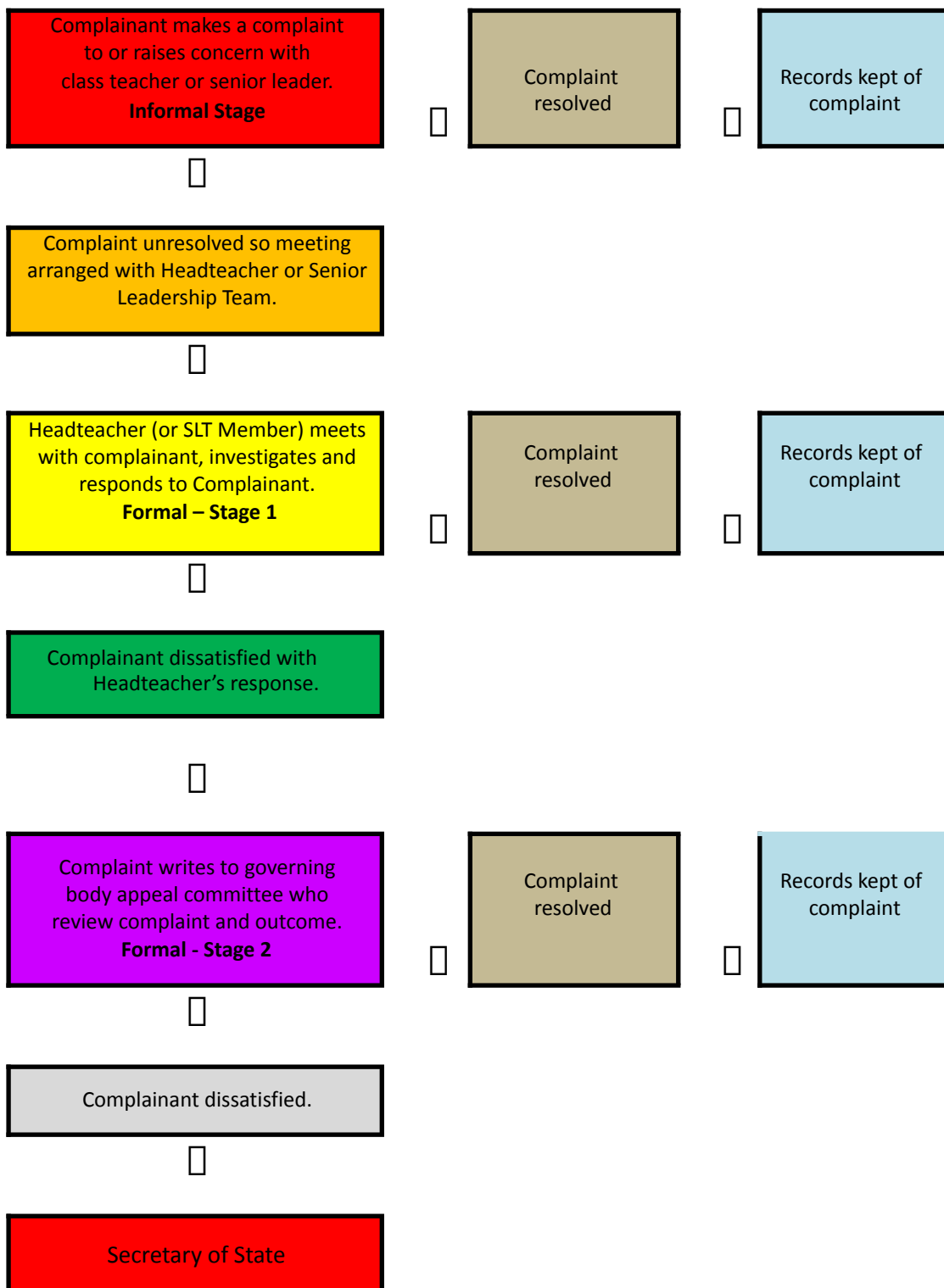
If the behaviour continues, the headteacher will write to the complainant explaining that their behaviour is unreasonable and ask them to change it. For complainants who excessively contact Osmani Primary School causing a significant level of disruption, we may specify methods of communication and limit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

In response to any serious incident of threat, aggression or violence, we will immediately inform the police and communicate our actions in writing. This may include barring an individual from Osmani Primary School.

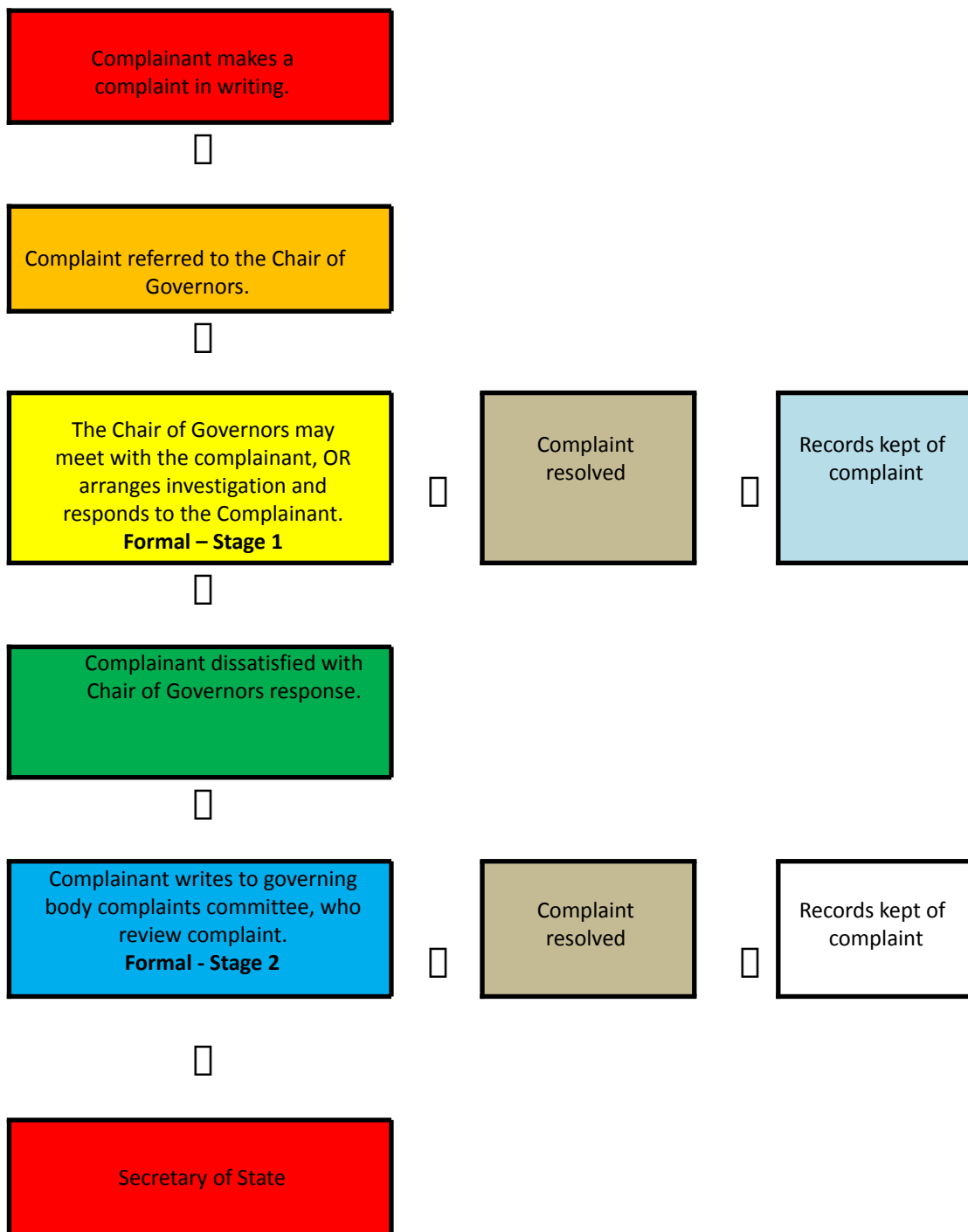
Last Review Date: Summer 2026

Next Review Date: Summer 2027

General School Complaints



Complaint Against the Headteacher



Appeal Hearing Agenda

- | | | |
|-----|---|-----------------------|
| 1. | Introduction of Chair and other participants | Chair of Panel |
| 2. | Presentation of the complainant's case: - | Complainant |
| | <ul style="list-style-type: none"> a. Witnesses b. Evidence | |
| 3. | Any questions for complainant from:- | Complainant |
| | <ul style="list-style-type: none"> a. The Investigating Officer b. The Appeal Hearing Chair/Panel | |
| 4. | Presentation of the School's case: - | Investigating Officer |
| | <ul style="list-style-type: none"> a. Witnesses b. Evidence | |
| 5. | Any questions for Investigating Officer from:- | Investigating Officer |
| | <ul style="list-style-type: none"> a. Complainant b. The Appeal Hearing Chair/Panel | |
| 6. | Summary of the School's case | Investigating Officer |
| 7. | Summary of the complainant's case | Complainant |
| 8. | Participants retire to enable Appeal Hearing Panel to fully Consider all matters. | |
| 9. | <i>The Appeal Hearing Chair may recall ALL parties to ask any questions or request clarification of any issues that may arise during her deliberations.</i> | |
| 10. | Participants return to hear the Panel's decision.
(or the Panel may adjourn while they fully considers all matters) | All Parties |