

# School Complaints

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Statutory policy

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Duty lies with Governing Body to establish procedures

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Recommended annual review

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Guidance can be found here: [School Complaints Procedures](#)

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Policy needs to be simple to use and understand

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Clearly visible on the school website

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Seeks to address points at issue

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Has a clear escalation process



## Some do's and don'ts

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- Do not seek to deal with a complaint then and there
  - Do not deviate from your Complaints Policy
  - Do not share information with other governors or staff
  - Do not let your HT get involved if they are not meant to
  - Do not leave it too late to seek legal advice
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- Do offer an apology if it is appropriate