



ADMISSIONS, SEN, RE-ORGANISATION

Concerns about school admissions, statutory SEN assessments, or school re-organisation proposals.

Refer to **STATUTORY APPEALS** or local authority procedures.



CHILD PROTECTION

Serious concerns about the safety or welfare of a child.

Handled under the **CHILD PROTECTION & SAFEGUARDING** policy.
CONTACT LOCAL SAFEGUARDING BOARD.



STAFF GRIEVANCES

Complaints from employees about internal school matters.

Dealt with via the school's internal **GRIEVANCE PROCEDURES**.

COMMON EXCEPTIONS & ALTERNATIVE PROCEDURES

ISSUES OUTSIDE OF THE SCHOOL COMPLAINTS POLICY SCOPE



DATA USE AND ACCESS

Complaints relating to data protection or information rights will be managed through a separate process in accordance with the school's **DATA PROTECTION POLICY**.



STAFF CONDUCT

Complaints about the conduct of individual staff members.

Managed through the school's internal **DISCIPLINARY PROCEDURES**.
(Note: Complainants may be notified that the matter is addressed, but not of specific outcomes.)



WHISTLEBLOWING

Employees raising concerns about wrongdoing within the school.

Use the internal **WHISTLEBLOWING POLICY** or refer to the **SECRETARY OF STATE FOR EDUCATION**.



THIRD PARTY PROVIDERS

Complaints about services (e.g., after-school clubs) on school premises, but not provided by the school.

Providers must have their own **COMPLAINTS PROCEDURE**.
CONTACT THE PROVIDER DIRECTLY.

**This list is illustrative and may not be exhaustive. Always refer to your specific school's published Complaints Policy for definitive guidance.*