Trinity Christian School
Nursery, Primary & Secondary

TRINITY

CHRISTIAN SCHOOL

Parent Concern and Complaints Policy

Numbers of complaints received 2025-26

Stage 1	Stage 2	Stage 3
0	0	0

Reviewed by SLT, Staff & Governors:	Autumn 2026
Next Review due:	Autumn 2027
This policy is published on the School website.	

Parent Concern and Complaints Policy

**"Clothe yourselves with compassion, kindness, humility, gentleness and patience.
Bear with each other and forgive one another if any of you has a grievance against someone.
Forgive as the Lord forgave you."**
Colossians 3:12&13 NIV

Good, positive relationships between pupils, parents, staff and Governors at Trinity Christian School are vital if we are to achieve the school's aims. If disputes occur they will be taken seriously, dealt with promptly, and resolved in accordance with this policy. Any person who has a concern, or complaint, should follow the procedure set out in this policy.

When problems first occur, our personality and temperament can be affected by anger. Therefore, it is wise to take the time needed in order to act in the right way in order to ensure the best possible outcomes. Following the procedures set out in this policy will ensure that disputes are settled quickly and fairly.

This policy has been written with reference to guidance from the SIEF, Staff Handbook and Government Statutory Guidance (Independent Schools Standard, England, 2014). Examples of a complaint could include:

1. Any complaint that could result in the expulsion of a pupil.
2. Any complaint that could lead to serious disciplinary action being taken against a member of staff.

The complaints procedure is made available to parents in a number of ways:

1. A copy of this Parent Concern and Complaint Policy is made available to all new parents along with the "Contract".
2. A copy of this Parent Concern and Complaint Policy is made available on the school web page.
3. A copy of this Parent Concern and Complaint Policy is made available to parents on request.

The number of Stage Three complaints is recorded on the school's web page.

Philosophy

**"If a fellow believer hurts you, go and tell him - work it out between the two of you.
If he listens, you've made a friend.
If he won't listen, take one or two others along
so that the presence of witnesses will keep things honest."**
Matthew 18:15-17 MSG

Trinity Christian School operates as a partnership between home and school and we value working with parents and seek to resolve all issues at an early stage, through open discussion.

It is in everyone's interest that concerns and complaints are resolved at the earliest possible stage. Many issues can be resolved informally, without the need to use the formal stages of the complaints procedure. Trinity Christian School takes concerns seriously and will make every effort to resolve the matter as quickly as possible.

We do understand that you may have difficulty discussing a concern with a particular member of staff. In this case, Trinity Christian School will refer you to another staff member. Similarly, if the member of staff directly involved feels unable to deal with the concern, we will refer you to another staff member. The member of staff may be more senior but does not have to be. The ability to consider the concern objectively and impartially is more important.

We understand however, that there are occasions when people would like to raise their concerns formally. In this case, Trinity Christian School will attempt to resolve the issue through the formal stages outlined within this concern and complaint policy.

What is the difference between a concern and a complaint?

A concern may be defined as '*an expression of worry or doubt over an issue considered to be important for which reassurances are sought'*.

A complaint may be defined as '*an expression of dissatisfaction however made, about actions taken, or a lack of action*'.

Parent Concerns

Trinity Christian School recognises that a parent might have a concern about something that occurred in school and there are a number of ways to bring the concern to the relevant staff member:

1. A parent might choose to communicate their concern by writing (usually through an email) directly to the staff member.

2. A parent may prefer to meet with the staff member and discuss the concern in person. In this case they should contact the school office who will pass on the request to the staff member. The staff member will then set up a meeting within 2 working days of receiving the request. A working day is defined as "a normal school day when the school is in session".

3. Parents can also choose to raise a concern by phoning the school and asking to speak with the relevant staff member. In this case they should contact the school office who will ask the staff member to call back at a convenient time. Parents should never report concerns by ringing staff on their personal mobiles, home phone numbers, or through social media.

4. Parents (and particularly those parents of younger children) might raise their concern with the staff member by speaking directly to them at school (for instance when parents are dropping younger children off at school in the morning or collecting in the evening). However, we do ask that this is done discreetly and away from children and other parents.

Trinity Christian School keeps a written copy of all concerns, all concerns are investigated and all action is recorded.

If the issue remains unresolved, you may choose to raise it as a complaint by following the procedure set out in Stage One below.

Parent Complaints

Stage One

In the event of a parent/person wishing to make a complaint the complainant should contact the School Office to arrange a meeting with the relevant staff member. For example, a parent might want to discuss a complaint with the class/subject teacher regarding an incident that happened in class. The main purpose of this meeting is to clarify the situation, establish the facts and give the staff member an opportunity to resolve the complaint promptly. As stated above, we value working with parents and seek to resolve all complaints at an early stage. As such, the staff member will arrange to meet with the complainant within five working days of Stage One being initiated.

Trinity Christian School is required to keep a written copy of all Stage One Complaints – whether the complaint was upheld or not and any action that was taken to resolve the complaint.

We ask that a parent should desist from discussing their complaint with any other persons – including pupils as this can send a message of disunity.

If, after this meeting, a resolution is not reached, the complainant has the right to follow the procedure for Stage Two.

If the complaint is against the Head Teacher, and a resolution is not reached at Stage One, the complainant should follow the procedure for Stage Three.

Stage Two

If, after the Stage One meeting, a resolution is not reached, the complainant has the right to request a meeting with the Head Teacher. In this instance the complainant should make a factual written record of the complaint and send it to the Head Teacher.

The Head Teacher will then arrange to meet both parties (within 5 working days of the letter being received) and will aim to:

- establish the facts – leading to the complaint being upheld or not upheld
- suggest a way forward or make a decision as to what each party should do

If an investigation is required to establish the facts of the complaint, the Head Teacher will inform both parties of the outcome of that investigation and will do so within five working days of the completion of the investigation.

Trinity Christian School is required to keep a written copy of all Stage Two Complaints – whether the complaint was upheld or not and any action that was taken to resolve the complaint.

Stage Three

In the event of the complainant being dissatisfied with the outcome of the Head Teacher's decision at Stage Two, the complainant may choose to progress to Stage Three by writing formally to the Chair of Governors outlining their complaint. This needs to be sent either via the School Office to forward on or direct to the Chairs email: chair@trinityschool.org.uk

The Chair of Governors will then form a panel to investigate the complaint and the way in which the school has handled it (and will do so within 5 working days of the letter being received). This panel must consist of at least three people, none of which should have been directly involved in the matters detailed in the complaint. Furthermore, one panel member should be someone independent of the management and running of the school.

Having gathered the appropriate evidence, the panel will meet and make their conclusions and will do so within twenty working days of first being contacted by the complainant.
The decision by the panel appointed by the Chair of Governors will be the School's final decision.

We allow for a parent to attend the Stage Three panel, and be accompanied if they wish, but legal representation is not usually permitted.

The panel's findings and recommendations must be recorded in writing and sent to the complainant and where relevant, the person complained about. This is done in the form of electronic mail or formal letter.

In line with regulations we will annually publish the number of Stages 3 complaints we receive.

Report to governors

All concerns and complaints are recorded on the Head Teacher's Report brought each term to the governors meeting.

Written records

Trinity Christian School is required to keep a written record of all complaints and we record every action taken and any changes to school practice/policy whether the complaint is upheld or not. All documentation relating to complaints is made available for inspection (including Ofsted and other inspection agencies - under section 109 of the 2008 Act) and is kept securely on the school premises by the Head Teacher.

Child Protection issues

ANY COMPLAINT PERTAINING TO CHILD PROTECTION ISSUES WILL IMMEDIATELY BE BROUGHT TO THE ATTENTION OF THE Designated Safeguarding Lead.

Confidentiality

All records relating to individual complaints are kept securely and confidentially except where the Secretary of State, or a body conducting an inspection under section 109 of the 2008 Act, requests access to them.
The reader should understand that we take confidentiality very seriously and ask that staff and parents do not discuss any complaint outside of the perimeters set by this policy.

EYFS

When dealing with complaints the above systems and procedures apply in the EYFS. Consequently, we will keep in place a written procedure for dealing with concerns and complaints from parents and/or carers, and will keep a written record of any complaints, and their outcome. We will investigate written

complaints relating to their fulfilment of the EYFS requirements and notify complainants of the outcome of the investigation within 28 days of having received the complaint. The record of complaints must be made available to inspection agencies under section 109 of the 2008 Act.

If a parent believes that Trinity is not meeting the EYFS requirements we ask that they contact the school and carry out the process in this policy. Parents can, however, contact Ofsted direct by emailing https://www.gov.uk/government/organisations/ofsted/about/complaints-procedure.

In recognition of Regulatory Requirements Trinity will notify parents and/or carers both before and after an inspection and will make a copy of the inspection available for parents to access.