



# Complaints Policy

Glebe Farm School



<b>Policy name:</b>	<b>GFS Complaints Policy</b>
<b>Version:</b>	V1
<b>Date relevant from:</b>	July 2025
<b>Date to be reviewed:</b>	July 2026  <i>This policy will be reviewed every year unless legislation dictates otherwise. Recent changes in Legislation will need to be read and used to review this Policy.</i>
<b>Role of reviewer:</b>	GFS Head Teacher
<b>Statutory (Y/N):</b>	N
<b>Published on website*:</b>	1A
<b>Policy level**:</b>	1
<b>Relevant to:</b>	<b>All those within the GFS school community</b>
<b>Bodies consulted:</b>	School / department governance bodies
<b>Approved by:</b>	IFtL Board of Trustees
<b>Approval date:</b>	July 2025

Key:

\* **Publication on website:**

IFtL website		School website	
1	Statutory publication	A	Statutory publication
2	Good practice	B	Good practice
3	Not required	C	Not required

\*\* **Policy level:**

1. Trust wide:
  - This one policy is relevant to everyone and consistently applied across all schools and Trust departments with no variations.
    - o *Approved by the IFtL Board of Trustees.*
2. Trust core values:
  - This policy defines the values to be incorporated fully in all other policies on this subject across all schools and Trust departments. This policy should therefore form the basis of a localised school / department policy that in addition contains relevant information, procedures and / or processes contextualised to that school / department.
    - o *Approved by the IFtL Board of Trustees as a Trust Core Values policy.*
    - o *Approved by school / department governance bodies as a relevantly contextualised school / department policy.*
3. School / department policies
  - These are defined independently by schools / departments as appropriate
    - o *Approved by school / department governance bodies.*

## Glebe Farm School Complaints Procedure

### Based upon IFtL Complaints Procedure

Glebe Farm School is dedicated to providing the best possible education and support for all pupils and families within the school and aims to meet their statutory obligations when responding to complaints from parents/carers of pupils, 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 and courtesy
- Ensure 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

Glebe Farm School intends to resolve complaints informally where possible at the earliest possible stage.

Any complaints should be raised with a relevant colleague at Glebe Farm School. Initial concerns are raised through Crew Leads which often generates an immediate response and resolution.

We ask that concerns or complaints are brought to the attention of the school as soon as possible. Our colleagues be addressed in a respectful manner and for communication to always remain calm.

If you do not feel your concern or complaint has been understood or responded not resolved, you can email enquiries requesting a meeting to be arranged with one of the following:

Talk to Head of Lower School for EYFS – KS2 (Nursery to Year 6)

Talk to Head of year for Years 7 – 11

Talk to Deputy Head

Talk to Operations Manager

Talk to Headteacher

Follow the IFtL complaints procedure.

The Chair of the governing body can be contacted via the school office  
[enquiries@glebefarmschool.co.uk](mailto:enquiries@glebefarmschool.co.uk)

IFtL Complaints Procedures

[Complaints-Procedure-in-IFtL.pdf](#)