

Community Academies Trust
Birchwood Primary School Policy



Complaints Policy
Local Arrangements

This policy was drafted by N Coleman. It was presented in draft version to the full staff compliment for discussion and revision. The final version was presented to Governors for consideration, approval and adoption.

Date adopted by Governors:	January 2026
Date for policy review:	January 2028
Person responsible for review:	Headteacher

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As a school, we adopt the Community Academies Trust Complaints Policy. This policy will outline the local arrangements relating to the policy.

The CAT Complaints policy can be located in the following places:

- On the school website - www.birchwoodprimaryschool.com
- On the CAT website <https://www.communityacademiestrust.org/en-GB/trust-information>
- By asking for a paper or electronic copy from the school office - admin2619@welearn365.com

Stage 1 - Informal Procedure

The class teacher and other members of staff can deal with many concerns to the satisfaction of the complainant, without needing to deal with it formally.

School values informal meetings and telephone discussions as a way of improving its procedures and relations with parents. The contact details for senior members of staff are listed below.

Headteacher	Assistant Head	Assistant Head
Mr N Coleman admin2619@welearn365.com 01827 892913	Mrs L Scotchmer admin2619@welearn365.com 01827 892913	Miss E Haynes admin2619@welearn365.com 01827 892913

Stage 2 - Formal Complaint Investigated by a Member of School

If the complainant is unhappy with the way in which the concern was dealt with at Stage 1, the complainant should complete the formal complaint form found in Annex 3 of the main policy. Complaints should be addressed to the Headteacher who will decide who will investigate the complaint.

Headteacher
Mr N Coleman admin2619@welearn365.com 01827 892913 Birchwood Primary School Birchwood Avenue Dordon Tamworth B78 1QU

If the complaint concerns the Headteacher or a Local Governor, the complaint will be referred to the Chair of the Local Governing Body.

Chair of Governors
Mr J Head head.j@welearn365.com

If the complaint concerns the Chair of Governors the Vice Chair will investigate the complaint under Stage 3 of the complaints policy.

Vice Chair of Governors
Mr M Potts potts.m@welearn365.com

Stage 3 - Formal Complaint Investigated by Headteacher

If the complainant is unhappy with the outcome of the complaint under Stage 2, the complainant should write to the Headteacher at the school, asking for the complaint to be investigated under Stage 3 of the CAT Complaints Policy.

Headteacher
Mr N Coleman admin2619@welearn365.com 01827 892913
Birchwood Primary School Birchwood Avenue Dordon Tamworth B78 1QU

If the complaint concerns the Headteacher or a Local Governor, the complaint will be referred to the Chair of the Local Governing Body.

Chair of Governors
Mr J Head head.j@welearn365.com

If the complaint concerns the Chair of Governors the Vice Chair will investigate the complaint under Stage 3 of the complaints policy.

Vice Chair of Governors
Mr M Potts potts.m@welearn365.com

Stage 4 - Complaint Heard at an Independent Complaint Panel

If the complainant is unhappy with the outcome of the complaint under Stage 3, the complainant should write to the Clerk to the Local Governors at the school asking for the complaint to be heard before an Independent Complaint Panel. Guiding principles and information on the appointment of an Independent Complaint Panel can be found in Annex 4 of the CAT Complaints Policy.

Clerk to Local Governors
Mrs S Ferris
Birchwood Primary School
Birchwood Avenue
Dordon
Tamworth
B78 1QU

Policy Review Sheet

Please note any comments or suggested amendments on this sheet. You may also choose to complete your comments in confidence on a separate piece of paper. Please add your initial to any comments.