Complaints Procedure

Meadowfield

To inspire and motivate all pupils and staff who learn and work together to aspire to endless possibilities.

Complaints Procedure

The welfare of the child/young person is paramount.

Who can make a complaint?

This Complaints Procedure is not limited to parents or carers of children that are registered at Meadowfield School. Any person, including members of the public, may make a complaint to Meadowfield School about any provision of facilities or services that we provide. Unless complaints are dealt with under separate procedures (such as appeals relating to exclusions or admissions), we will use this complaints procedure.

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*".

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. Meadowfield School takes concerns seriously and will make every effort to resolve the matter as quickly as possible.

If you have difficulty discussing a concern with a particular member of staff, we will respect your views. In these cases, Meadowfield School will refer you to another staff member. Similarly, if the member of staff directly involved feels unable to deal with a concern, Meadowfield School 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, Meadowfield School will attempt to resolve the issue internally, through the stages outlined within this complaints procedure.

How to raise a concern or make a complaint

In order to investigate your complaint as fully as possible the Governing Body has a staged process. Most issues are sorted out informally and we would recommend that you try this approach first. However, if you feel that there is nothing to be gained and you wish to make a formal complaint you have the right to go straight to Stage 1 of the Complaints Procedure.

A concern or complaint can be made in person, in writing or by telephone. They may also be made by a third party acting on behalf of a complainant, as long as they have appropriate consent to do so.

Complainants should not approach individual Governors to raise concerns or complaints. They have no power to act on an individual basis and it may also prevent them from considering complaints at Stage 2 of the Procedure.

Anonymous Complaints

We will not normally investigate anonymous complaints. However, the Principal or Chair of Governors, if appropriate, will determine whether the complaint warrants an investigation.

Time Scales

You must raise the complaint within three months of the incident or, where a series of associated incidents have occurred, within three months of the last of these incidents. We will consider complaints made outside of this time frame if exceptional circumstances apply.

School response times can be seen in Stage 1.

Complaints received outside of term time

We will consider complaints made outside of term time to have been received on the first school day after the holiday period.

Scope of this Complaints Procedure

This procedure covers all complaints about any provision of community facilities or services by Meadowfield School other than complaints that are dealt with under other statutory procedures. For guidance on this details are included in the table below:

Exceptions	**Who to Contact**
• Admissions to schools • Statutory assessments of Special Educational Needs (SEN) • School reorganisation proposals	Concerns about admissions, statutory assessments of SEN, school reorganisation proposals should be raised with the Local Authority
• Matters likely to require a Child Protection Investigation	Complaints about child protection matters are handled under our Child Protection and Safeguarding Policy and in accordance with relevant statutory guidance. If you have serious concerns, you may wish to contact the Local Authority Designated Officer (LADO) who has local responsibility for safeguarding.
• Exclusion of children from school	Further information about raising concerns about exclusion can be found at: www.gov.uk/school-discipline-exclusions/
• Whistleblowing	We have an internal whistleblowing procedure (a copy is available on request. www.meadowfield.kent.sch.uk
• Staff Grievances	Complaints from staff will be dealt with under the school's internal grievance procedures.
• Staff Conduct	Complaints about staff will be dealt with under the school's internal disciplinary procedures if appropriate. Complainants will not be informed of any disciplinary action taken against a staff member as a result of a complaint. However, the complainant will be notified that the matter is being addressed.

• NHS Therapy Services, SALT, Physio	Contact the provider directly.
• Complaints about services provided by other providers who may use school premises or facilities	Providers should have their own complaints procedure to deal with complaints about service. Please contact them direct.
• National Curriculum content	Please contact the Department for Education at: www.education.gov.uk/contactus

If other bodies are investigating aspects of the complaint, for example the police, Local Authority safeguarding teams or Tribunals, this may impact on our ability to adhere to the timescales within this procedure or result in the procedure being suspended until those public bodies have completed their investigations.

If a complainant commences legal action against Meadowfield School in relation to their complaint, we will consider whether to suspend the complaints procedure in relation to their complaint until those legal proceedings have concluded.

Resolving Complaints

At each stage in the procedure Meadowfield School wants to resolve the complaint. If appropriate, we will acknowledge that the complaint is upheld in whole or in part. In addition, we may offer one or more of the following:

- An explanation
- An admission that the situation could have been handled differently or better
- An assurance that we will try to ensure the event complained of will not recur
- An explanation of the steps that have been, or will be taken to help ensure that it will not happen again and an indication of the timescales within which any changes will be made
- An undertaking to review school policies in light of the complaint
- An apology.

Withdrawal of a Complaint

If a complainant wants to withdraw their complaint, we will ask them to confirm this in writing.

Managing Serial and Unreasonable Complaints

Meadowfield School is committed to dealing with all complaints fairly and impartially and to providing a high-quality service to those who complain. We will not normally limit the contact complainants have with our school. However, we do not expect our staff to tolerate unacceptable behaviour and will take action to protect staff from that behaviour, including that which is abusive, offensive or threatening.

Meadowfield School defines unreasonable behaviour as that which hinders our consideration of complaints because of the frequency or nature of the complainant's contact with the school, such as, if the complainant:

- Refuses to articulate their complaint or specify the grounds of a complaint or the outcomes sought by raising the complaint, despite offers of assistance
- Refuses to co-operate with the complaints investigation process
- Refuses to accept that certain issues are not within the scope of the complaints procedure
- Insists on the complaint being dealt with in ways which are incompatible with the complaints procedure or with good practice
- Introduces trivial or irrelevant information which they expect to be taken into account and commented on
- Raises large numbers of detailed but unimportant questions, and insists they are fully answered, often immediately and to their own timescales

- Makes unjustified complaints about staff who are trying to deal with the issues, and seeks to have them replaced
- Changes the basis of the complaint as the investigation proceeds
- Repeatedly makes the same complaint (despite previous investigations or responses concluding that the complaint is groundless or has been addressed)
- Refuses to accept the findings of the investigation into that complaint where the school's complaints procedure has been fully and properly implemented and completed, including referral to the Department for Education
- Seeks an unrealistic outcome
- Makes excessive demands on school time by frequent, lengthy and complicated contact with staff regarding the complaint in person, in writing, by email and by telephone while the complaint is being dealt with
- Uses threats to intimidate
- Uses abusive, offensive or discriminatory language or violence
- Knowingly provides falsified information
- Publishes unacceptable information on social media or other public forums.

Complainants should try to limit their communication with the school that relates to their complaint, while the complaint is being progressed. It is not helpful if repeated correspondence is sent as it could delay the outcome being reached.

Whenever possible, the Principal or Chair of Governors will discuss any concerns with the complainant informally before applying an "unreasonable" marking.

If the behaviour continues, the Principal will write to the complainant explaining that their behaviour is unreasonable and ask them to change it. For complainants who excessively contact Meadowfield School causing a significant level of disruption, we may specify methods of communication and limit the number of contacts in a communication plan. This will be reviewed after 6 months.

In response to any serious incident of aggression or violence, we will immediately inform the police and communicate our actions in writing. This may include barring an individual from Meadowfield School.

Resolving concerns informally

Parents are always welcome to discuss any concerns with the appropriate member of staff, who will clarify the nature of the concern and reassure them that the school wants to hear about it. Parents will be advised from the outset that there is a Complaints Procedure they can use if the matter cannot be resolved. The member of staff may explain to the parent how the situation happened. It can be helpful at this point to identify what sort of outcome the parent is looking for.

If the member of staff first contacted cannot immediately deal with the matter, s/he will make a clear note of the date, name and contact address or phone number.

All members of staff will know how to refer, if necessary, to the person with responsibility for the particular issue raised by the parent. S/he will check later to make sure the referral has been dealt with.

If the matter is brought to the attention of the Principal she may decide to deal with the complaint. If the complaint is against the Principal the parent will be advised to contact the Chair of Governors.

The member of staff dealing with the concern will make sure the parent is clear what action, if any, or monitoring of the situation has been agreed, putting it in writing if appropriate.

While it is often a helpful way to resolve problems more quickly, a parent or pupil is not required to pursue informal ways to address complaints but has the right to make a formal complaint at any time.

Complaints Procedure Stage 1: Investigation by the Principal

1.1 Complaints at this stage need to be recorded in writing, either letter or email. A complainant may wish to write in themselves. Complainants may also make their complaint verbally and can expect help to put their complaint in writing. A template is provided at the end of this procedure for ease of use. In accordance with equality law, we will consider making reasonable adjustments if required, to enable complainants to access and complete this complaints procedure. For instance, providing information in alternative formats, assisting complainants in raising a formal complaint or holding meetings in accessible locations.

1.2 The Principal (or designated person) will acknowledge the complaint in writing within **three working days** of receiving the written complaint. The acknowledgement will give a brief explanation of the school's Complaints Procedure and a target date for providing a response to the complaint. This should normally be within **ten working days**. If this proves impossible, a letter will be sent explaining the reason for the delay and giving a revised target date. This will be within a maximum of **twenty working days** unless it is a particularly complex issue.

1.3 The Principal (or designated person) will provide an opportunity for the complainant to meet them to supplement any information provided previously or to record the complaint in writing if it has been made verbally. It will be made clear to the complainant that if s/he wishes s/he may be accompanied to any meeting by a friend, relative, representative or advocate who can speak on his/her behalf or to provide support (representatives from the media are not permitted to attend). All meetings will be minuted by the Clerk (or Office Manager/designated person where more appropriate).

1.4 If necessary, the Principal (or designated person) will interview other parties and take statements from those involved. If the complaint centres on a pupil, the pupil should also be interviewed unless this is judged not to be in the interests of the pupil's welfare. Pupils should normally be interviewed with parents/guardians present, but if this would seriously delay the investigation of a serious/urgent complaint or if the pupil has specifically said that s/he would prefer that parents/guardians were not involved, another member of staff with whom the pupil feels comfortable should be present. If a member of staff is complained against, they must have the opportunity to present their case.

1.5 The Principal (or designated person) will keep written records of meetings, telephone conversations and other documentation.

1.6 Once all the relevant facts have been established as far as possible, the Principal (or designated person) will then produce a written response to the complainant, including a full explanation of the decision and the reasons for it. Where appropriate, this will include what action the school will take to resolve the complaint. The complainant will be advised that should s/he wish to take the complaint further s/he should notify the Chair of Governors within **20 working days of receiving the letter**.

1.7 If the complaint involves or is against the Principal, or if the Principal has been closely involved in the issue, the Governing Body will carry out all the Stage 1 procedures: complaints should be addressed to the Chair of Governors via the school office and must be marked "Private and Confidential".

1.8 Complaints about the Chair of Governors, any individual Governor or the whole Governing Body should be addressed to The Clerk to the Governors via the school office and must be marked "Private and Confidential".

If the complainant is dissatisfied with the outcome at Stage 1 and wishes to take the matter further, they can escalate the complaint to Stage 2. A request to escalate to Stage 2 must be made to the Chair of Governors via the School Office, within **7 days of receipt of the Stage 1 response**. Requests received outside of this time frame will only be considered if exceptional circumstances apply.

Complaints Procedure Stage 2: Review by the Governing Body

2.1 The Chair of Governors will write to the complainant to acknowledge receipt of the written request for the Governing Body to review the complaint. The acknowledgement will inform the complainant that three members of the school's Governing Body will hear the complaint within **20 working days** of receiving the complaint. The letter will also explain that the complainant has the right to submit any further documents relevant to the complaint. These must be received in time for the documents to be sent to the three members.

2.2 A meeting of the Governors' Complaints Panel will be convened, which will not include the Chair of Governors who will have prior knowledge of the complaint. No governors with prior involvement in the issues complained about will be included on the panel and it may be necessary to use reserves (previously agreed by the Governing Body) to ensure the Panel can meet within the set time. Governors should bear in mind the advantages of having a Parent Governor on the panel, and will also be sensitive to issues of race and gender. The Principal will not sit on the Panel. An experienced Governor will chair the panel meeting.

2.3 The Chair of the panel will ensure the Panel hears the complaint within **20 working days** of receiving the letter. All relevant correspondence relating to the complaint will be given to each Panel member as soon as the composition of the panel is confirmed. If the correspondence is extensive, the Chair may prepare a thorough summary for sending to Panel members. The complainant will be kept informed of any delays in convening a panel due to suitable governor availability.

2.4 The Chair or Clerk will write and inform the complainant, Principal, any relevant witnesses and members of the Panel at least **5 working days** in advance of the date, time and place of the meeting. The notification will also inform the complainant of his/her right to be accompanied to the meeting by a friend/advocate/interpreter (representatives from the media are not permitted to attend) and explain how the meeting will be conducted and the complainant's right to submit further written evidence to the Panel.

2.5 The Principal will be invited to attend the Panel meeting and will be asked to prepare a written report for the Panel in response to the complaint. All attendees including the complainant should receive a set of the relevant documents including the Principal's report and the agenda, at least **5 working days** prior to the meeting.

2.6 Submission of additional documents or requests for additional attendees will be at the discretion of the Chair of the panel.

2.7 At the panel hearing:

- The complainant will have the opportunity to present their complaint.
- The Principal will explain the school's position.
- Those present will have the opportunity to ask questions.
- Panel members will have the opportunity to ask questions of the complainant and the Principal.
- The Principal will be given the opportunity to make a final statement to the panel.
- The complainant will be given the opportunity to make a final statement to the panel.
- The chair will ask the complainant if he or she feels they have had a fair hearing.

The Chair of the Panel has responsibility to ensure that the meeting is properly minuted, by the Clerk.

2.8 The Chair of the Panel will explain to the complainant and Principal that the Panel will consider its decision and that a written decision will be sent to both parties within **15 working days**. The complainant, Principal, other members of staff and witnesses will then leave.

2.9 The Panel will then consider the complaint and all the evidence presented and can:

- Uphold the complaint in whole or in part
- Dismiss the complaint in whole or in part.

If the complaint is upheld in whole or in part the Panel will:

- Decide on the appropriate action to be taken to resolve the complaint
- Where appropriate, recommend changes to the school's systems or procedures to prevent similar issues in the future.

The Chair of the Panel will provide the complainant and Principal with a full explanation of their decision and the reason(s) for it, in writing, within **7 school days**.

The letter to the complainant will include details of how to contact the Department for Education if they are dissatisfied with the way their complaint has been handled by Meadowfield School.

If the complaint is:

- Jointly about the Chair and Vice Chair or
- The entire Governing Body or
- The majority of the Governing Body,

Stage 2 will be heard by a Panel of independent Governors.

The response will detail any actions taken to investigate the complaint and provide a full explanation of the decision made and the reason(s) for it. Where appropriate, it will include details of actions Meadowfield School will take to resolve the complaint.

3.10 A written statement clearly setting out the decision of the Panel must be sent to the complainant and Principal. The letter to the complainant should also advise how to take the complaint further should they remain dissatisfied.

3.11 The school should ensure that a copy of all correspondence and notes are kept on file in the school's records. These records should be kept separately from the pupil's personal records.

Complaints Procedure Stage 3: The Department of Education Ombudsman

3.1 If the complainant believes the school did not handle their complaint in accordance with the published complaints procedure or they acted unlawfully or unreasonably in the exercise of their duties under education law, they can contact the Department for Education after they have completed Stage 2.

3.2 The Department for Education will not normally reinvestigate the substance of complaints or overturn any decisions made by Meadowfield School. They will consider whether Meadowfield School has adhered to education legislation and any statutory policies connected with the complaint.

3.3 The complainant can refer their complaint to the Department for Education online at:

https://form.education.gov.uk/service/Contact-the-Department-for-Education

by telephone on: 0370 000 2288 or by writing to:
Ministerial and Public Communications Division
Department for Education
Piccadilly Gate
Store Street
Manchester
M1 2WD.

Roles and Responsibilities

Complainant

The complainant will receive a more effective response to the complaint if they:

- explain the complaint in full as early as possible
- co-operate with the school in seeking a solution to the complaint
- respond promptly to requests for information or meetings or in agreeing the details of the complaint
- ask for assistance as needed
- treat all those involved in the complaint with respect
- refrain from publicising the details of their complaint on social media and respect confidentiality.

Investigator

The investigator's role is to establish the facts relevant to the complaint by:

- providing a comprehensive, open, transparent and fair consideration of the complaint through:
  - sensitive and thorough interviewing of the complainant to establish what has happened and who has been involved
  - interviewing staff and children/young people and other people relevant to the complaint
  - consideration of records and other relevant information
  - analysing information
- liaising with the complainant and the complaints co-ordinator as appropriate to clarify what the complainant feels would put things right.

The investigator should:

- conduct interviews with an open mind and be prepared to persist in the questioning
- keep notes of interviews or arrange for an independent note taker to record minutes of the meeting
- ensure that any papers produced during the investigation are kept securely pending any appeal
- be mindful of the timescales to respond
- prepare a comprehensive report for the Principal or complaints committee that sets out the facts, identifies solutions and recommends courses of action to resolve problems.

The Principal or Complaints Committee will then determine whether to uphold or dismiss the complaint and communicate that decision to the complainant, providing the appropriate escalation details.

Complaints Co-ordinator *(this could be the Principal / designated complaints governor or other staff member providing administrative support)*

The complaints co-ordinator should:

- ensure that the complainant is fully updated at each stage of the procedure
- liaise with staff members, Principal, Chair of Governors, Clerk and LAs (if appropriate) to ensure the smooth running of the complaints procedure
- be aware of issues regarding:
  - sharing third party information
  - additional support. This may be needed by complainants when making a complaint including interpretation support or where the complainant is a child or young person
- keep records.

Clerk to the Governing Body

The Clerk is the contact point for the complainant and the committee and should:

- ensure that all people involved in the complaint procedure are aware of their legal rights and duties, including any under legislation relating to school complaints, education law, the Equality Act 2010, the Freedom of Information Act 2000, the Data Protection Act (DPA) 2018 and the General Data Protection Regulations (GDPR)
- set the date, time and venue of the meeting, ensuring that the dates are convenient to all parties (if they are invited to attend) and that the venue and proceedings are accessible

- collate any written material relevant to the complaint (for example; stage 1 paperwork, school and complainant submissions) and send it to the parties in advance of the meeting within an agreed timescale
- record the proceedings
- circulate the minutes of the meeting
- notify all parties of the committee's decision.

Panel Chair

The Panel's Chair, who is nominated in advance of the complaint meeting, should ensure that:

- both parties are asked (via the Clerk) to provide any additional information relating to the complaint by a specified date in advance of the meeting
- the meeting is conducted in an informal manner, is not adversarial, and that, if all parties are invited to attend, everyone is treated with respect and courtesy
- complainants who may not be used to speaking at such a meeting are put at ease. This is particularly important if the complainant is a child/young person
- the remit of the Panel is explained to the complainant
- written material is seen by everyone in attendance, provided it does not breach confidentiality or any individual's rights to privacy under the DPA 2018 or GDPR.
  If a new issue arises it would be useful to give everyone the opportunity to consider and comment upon it; this may require a short adjournment of the meeting
- both the complainant and the school are given the opportunity to make their case and seek clarity, either through written submissions ahead of the meeting or verbally in the meeting itself
- the issues are addressed
- key findings of fact are made
- the Panel is open-minded and acts independently
- no member of the Panel has an external interest in the outcome of the proceedings or any involvement in an earlier stage of the procedure
- the meeting is minuted
- they liaise with the Clerk (and complaints co-ordinator, if the school has one).

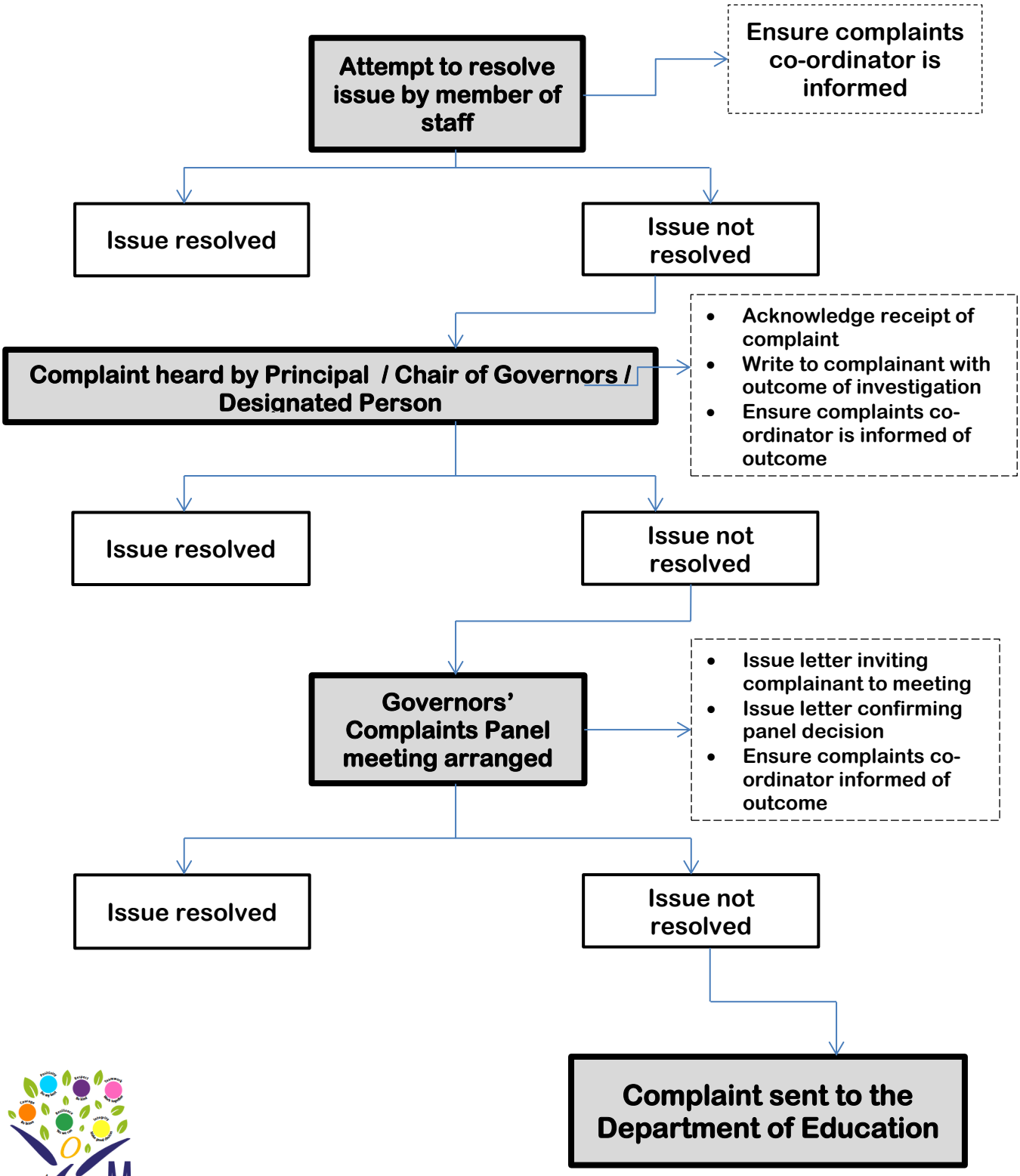
Panel Member

Panel members should be aware that:

- the meeting must be independent and impartial, and should be seen to be so
  No governor may sit on the Panel if they have had a prior involvement in the complaint or in the circumstances surrounding it.
- the aim of the meeting should be to resolve the complaint and achieve reconciliation between the school and the complainant
  We recognise that the complainant might not be satisfied with the outcome if the meeting does not find in their favour. It may only be possible to establish the facts and make recommendations.
- many complainants will feel nervous and inhibited in a formal setting
  Parents/carers often feel emotional when discussing an issue that affects their child.
- extra care needs to be taken when the complainant is a child/young person and present during all or part of the meeting
  Careful consideration of the atmosphere and proceedings should ensure that the child/young person does not feel intimidated.
  The Panel should respect the views of the child/young person and give them equal consideration to those of adults.
  If the child/young person is the complainant, the Panel should ask in advance if any support is needed to help them present their complaint. Where the child/young person's parent is the complainant, the Panel should give the parent the opportunity to say which parts of the meeting, if any, the child/young person needs to attend.
  However, the parent should be advised that agreement might not always be possible if the parent wishes the child/young person to attend a part of the meeting that the Panel considers is not in the child/young person's best interests.

Statutory Policy Approved by Governing Body	
Policy Adopted	Date: January 2026
Policy Approved	Date: March 2026
Next Review	Date: Academic Year 2026/27

Flowchart of Complaints



Meadowfield

To inspire and motivate all pupils and staff who learn and work together to aspire to endless possibilities.

How to raise concerns or to make a complaint about the school

This Summary is included in School Admission Pack and Parent/Carer Handbook

If you have a concern or complaint, we would like you to tell us about it. We welcome suggestions for improving our work in school. Be assured that no matter what the problem is, our support and respect for you and your child in school will not be affected in any way. Please tell us of your concern as soon as possible. It is difficult for us to investigate properly an incident or problem that happened some time ago.

What to do first

We would ask that you initially put all concerns or complaints in writing via the Office Manager, office@meadowfield.kent.sch.uk. This provides us with all the important facts, your expectations and enables us to investigate and track the progress of your concern or complaint; prior to us discussing the matter with you in detail in person, over the telephone or by letter. If you prefer, you can complete the form below and email this to the office email or hand to the School Office.

Most concerns and complaints can be sorted out quickly by speaking with your child's class teacher. If you are still concerned, please contact the Assistant Principal for your child's Pathway.

- Early Years Foundation Stage – Caroline Jaques
- Engage Pathway – Caroline Jaques
- Explore Primary Pathway – Rachel Rook
- Explore Secondary Pathway – Peter Masaryk
- Enquire Pathway – Sue David
- 6th Form – Samantha Crook

The Assistant Principals can be contacted via the Office Manager, office@meadowfield.kent.sch.uk

If you have a complaint that you feel should be looked at by the Principal (or a designated person) in the first instance you can contact the Principal (or a designated person) straightaway if you prefer, via the Office Manager office@meadowfield.kent.sch.uk please include all information relating to your complaint and your expected outcome of the complaint.

It is usually best to discuss the problem face to face. You will need an appointment to do this, and can make one by emailing the Office Manager, office@meadowfield.kent.sch.uk or telephone the school office on 01795 477788. You can take a friend or relation to the appointment with you if you would like to.

All staff will make every effort to resolve your problem informally. They will make sure that they understand what you feel went wrong, and they will explain their own actions to you. They will ask what you would like the school to do to put things right. Of course, this does not mean that in every case they can accommodate your point of view or expected actions but it will help both you and the school to understand both sides of the question. It may also help to prevent a similar problem arising again. Please be clear about what outcome you would like.

What to do next

If you are dissatisfied with the initial response, or if you do not want to discuss the matter informally, you can make a complaint to the Principal. This will need to be in writing either letter or email, office@meadowfield.kent.sch.uk

The school's full Complaints Policy can be found on the website in the policies section or you can obtain a copy from the School Office.

The Principal may ask to meet you to discuss the problem. Again, you may take a friend or someone else

with you if you wish. The Principal (or designated person) will arrange for a full investigation of the complaint and may interview any members of staff or pupils involved. You will receive a written response to your complaint once the investigation is complete. Please be aware that some information due to GDPR cannot be disclosed to you, for example any disciplinary proceedings against a member of staff.

If your complaint is about an action of the Principal personally, then you should refer it to the Chair of Governors. Contact details can be obtained from the school office.

You will be offered a meeting to discuss the problem. You may bring a friend or someone else for support. The Chair of Governors will conduct a full investigation of the complaint and may interview any members of staff or pupils involved. You will receive a written response to your complaint.

If you are still unhappy

The problem will normally be solved at this stage. However, if you are still not satisfied you may wish to contact the Chair of Governors to ask for a referral of your complaint to a Governors' Complaints Panel. It will then be heard by a group of three governors who have no previous knowledge of the problem and so will be given a fresh assessment. You will be invited to attend and speak to the panel at a meeting that the Principal will also attend. The Complaints Policy sets out in more detail how these meetings operate.

Further Action

Complaints about school problems are almost always settled within schools but in exceptional cases it may be possible to refer the problem to an outside body such as the Department of Education. Again, there is more detail in the full Complaints Policy, on the school's website or on the Department for Education website at: **https://www.gov.uk/contact-dfe**

Complaints Form

You can use this form or email office@meadowfield.kent.sch.uk with the same information

Please complete and return to School who will acknowledge receipt and explain what action will be taken:	
Your Name:	
Pupil's Name:	
Your relationship to the Pupil:	
Address including Postcode:	
Daytime Tel Number:	
Evening Tel Number:	
Please give details of your complaint here:	
What actions, if any have you taken to try and resolve your complaint?	
What actions do you feel might resolve the problem?	
What outcome would you like?	
Are you attaching any paperwork?	
Signature	
Date	
For Office Use only	
Date acknowledgement sent: ..... By Whom: …… Complaint referred to: …… Date: ……	