

Heathcote Primary School



Complaints Policy Local Arrangements

Date adopted by Governors:	April 2025
Date for policy review:	April 2027
Person responsible for review:	Headteacher
Signed by Chair of Governors	April 2025

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 – <https://www.heathcoteprimaryschool.co.uk/web/>
- On the CAT website <https://www.communityacademiestrust.org/en-GB/trust-information>
- By asking for a paper or electronic copy from the school office – admin2056@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
Mrs S Rowett admin2056@welearn365.com 01926 290330

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 Executive Head who will decide who will investigate the complaint.

Headteacher
Mrs S Rowett admin2056@welearn365.com 01926 290330
Heathcote Primary School Vickers Way Warwick CV34 7AP

If the complaint concerns the Headteacher or a Local Governor, the complaint will be referred to the Chair of the School Standards Committee.

Chair of Governors
Mr J Stacey stacey.j2@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 I Ward ward.i1@welearn365.com

Stage 3 – Formal Complaint Investigated by a 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
Mrs S Rowett admin2056@welearn365.com 01926 290330
Heathcote Primary School Vickers Way Warwick CV34 7AP

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 Stacey stacey.j2@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 I Ward ward.i1@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 R Shepherd Heathcote Primary School Vickers Way Warwick CV34 7AP