

Policy: Complaints

This resource is designed to support governors and school leaders in scrutinising statutory policies/documentation which govern the good running of the school.

The questions below are not exhaustive but may be useful for governors when discussing these policies with school leaders at governing body meetings.

- i. Does your school's complaints policy follow current DFE expectations? Does the complaints policy also refer to persistent and vexatious complaints?**

- ii. How effective are your school's channels for handling informal parental concerns?**

- iii. How well does your school engage and communicate with families?**

- iv. Does your school record and track complaints data? What happens next?**

- v. What external support exists to support your school with handling complex complaints?**