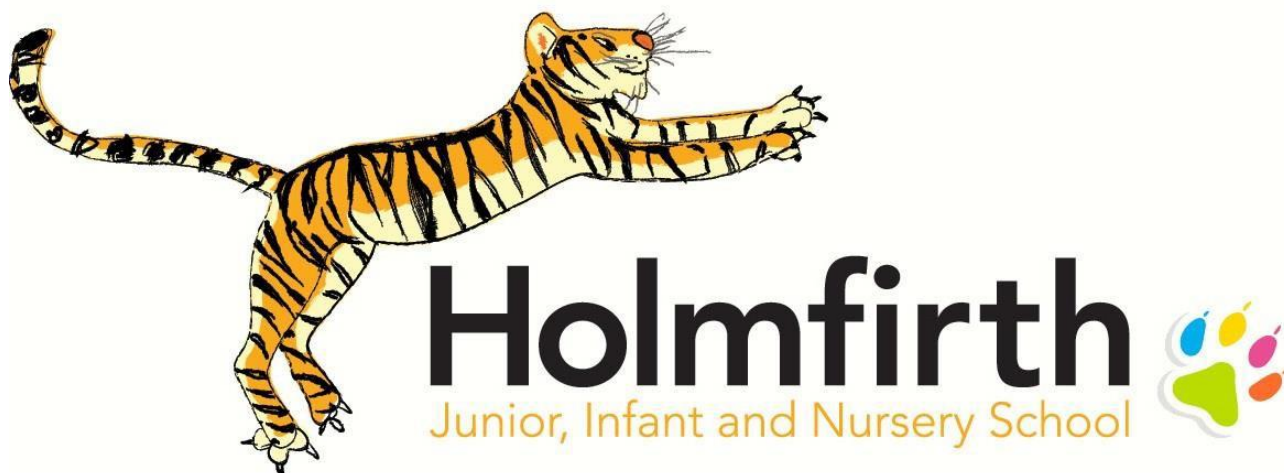




## Holmfirth J I & N School Complaints Policy

### Introduction

At Holmfirth Junior, Infant & Nursery School, children and their learning come first and the school will always do its utmost to deliver a first-class education and caring environment. At times, however, parents/guardians, and rarely, external parties, may have a concern or issue about some aspect of the school. The school has an “open door” policy and is at all times open to discuss such matters.

This complaints procedure is built on the basis of ongoing communication until there is a resolution to the issue being raised.

For the purposes of this procedure a complaint is defined as:

***“An expression of dissatisfaction or disquiet in relation to any aspect of the school.”***

Please do not approach individual school governors with details, as they cannot become involved at this stage, though they will be happy to clarify the procedure to you.

Pupils, parents, or carers can make a complaint to the school about most aspects of its function

The Local Authority retains responsibility for:

- The National Curriculum
- Collective worship in schools

Complaints about these matters should be referred to the relevant officer in Children and Young People Service:

- Telephone: 01484 221000

The school will refer complaints to the local authority or other service when it falls outside its responsibility.

Members of the public may make complaints to the school if the school is directly responsible for the issue being complained about for example:

- Disturbance to neighbours during school hours
- Health and safety issues of premises
- Behaviour of pupils on school managed activities

Schools are not responsible for the actions or behaviour of pupils outside school hours. However, as part of the school's role as a valuable member of the community the schools will offer support to help resolve issues arising from behaviour of pupils on the journey to and from school.

## **The Complaints Procedure**

Please refer to the document ***Complaints Procedure for Holmfirth J I & N School 2025 2026*** for more detailed information.

***If you are not a parent / guardian of a child at the school but have an issue that you wish to raise, then please contact the Headteacher at the following address.***

The Headteacher  
Holmfirth Junior, Infant and Nursery School  
Cartworth Road  
Holmfirth  
West Yorkshire HD9 2RG

## **Withdrawing a Complaint**

Complaints may be withdrawn in writing at any time. The Headteacher and chair of governors will review the issue of concern and consider whether further investigation is required through other internal management systems.

## **Right of Appeal**

You will be notified of the right of appeal to the Secretary of State for Education of the Local Government Ombudsman if you are unhappy with the way in which procedures have been carried out.

## **Vexatious Complaints**

If all the stages of the complaints procedure have been followed, and the complainant tries to re-open the same issue again the chair of governors can write to say that the procedure has been exhausted, and the matter is now closed.

## **Reporting of Complaints to the Governing Body**

The governing body will receive a yearly written report on complaints that have reached Stage 3 or above (i.e. written complaints). The report will enable the school governors to understand the number and range of complaints that are being brought and to support the Leadership Team and Headteacher in their implementation of actions resulting from complaints.

The report will contain the following:

Date  
Nature of the complaint  
Stage the complaint reached  
How the complaint was resolved  
Actions taken / changes made as a result of the complaint

Over time the report may be able to demonstrate trends.

Due to the time-consuming nature of doing so, the governing body do not require a written report on concerns (defined for this purpose as issues raised verbally i.e. at Stage 1 and Stage 2 of the Complaints Procedure). However, concerns that arise about specific issues on a repeated basis (three or more separate concerns brought about the same issue) should be brought to the attention of the governing body.

This Policy was reviewed in September 2025 and will be reviewed again by September 2027.

The Kirklees Complaints Procedure for Maintained Schools document also has more information about the complaints procedure at Holmfirth J I & N and can be found on our website - [www.holmfirthjinschool/policies](http://www.holmfirthjinschool/policies)

Reviewed Sept 2025