



BECKWITHSHAW, KETTLESING & RIPLEY ENDOWED C.E. PRIMARY SCHOOLS

"At the federation of Beckwithshaw, Kettlesing Felliscliffe and Ripley Primary schools we aim to provide an environment of mutual respect and love where all children flourish and who grow together, guided by love."

Complaints procedure

Updated: September 2025

Reviewed: September 2025

To be reviewed: September 2026

Who can make a complaint?

This complaints procedure is not limited to parents or carers of children that are registered at the school. Any person, including members of the public, may make a complaint to the Federation of Beckwithshaw, Kettlesing Felliscliffe & Ripley Endowed CE Primary Schools about any provision of facilities or services that we provide. Unless complaints are dealt with under separate statutory 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. Beckwithshaw, Kettlesing Felliscliffe & Ripley Endowed CE Primary Schools take 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, the Executive Headteacher will refer you to another staff member. Similarly, if the member of staff directly involved feels unable to deal with a concern, the Executive Headteacher 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, Beckwithshaw, Kettlesing Felliscliffe & Ripley Endowed CE Primary Schools

will attempt to resolve the issue internally, through the stages outlined within this complaints procedure.

How to raise a concern or make a complaint

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.

Concerns should be raised with either the Class Teacher or Executive Headteacher. If the issue remains unresolved, the next step is to make a formal complaint.

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.

Complaints against school staff (except the Executive Headteacher) should be made in the first instance, to Miss Victoria Kirkman (the Executive Headteacher) via the school office. Please mark them as Private and Confidential.

Complaints that involve or are about the Executive Headteacher should be addressed to Joanne Heyworth (the Chair of Governors of the Federation of Beckwithshaw, Kettlesing Felliscliffe & Ripley Endowed CE Primary Schools via the school office. Please mark them as Private and Confidential.

Complaints about the Chair of Governors, any individual governor or the whole governing body should be addressed to Mr Chris Walker (the Clerk to both Governing Bodies) via the school offices. Please mark them as Private and Confidential.

For ease of use, a template complaint form is included at the end of this procedure. If you require help in completing the form, please contact the school office. You can also ask third party organisations like the Citizens Advice to help you.

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.

Anonymous complaints

We will not normally investigate anonymous complaints. However, the Executive Headteacher 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.

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 the Federation of Beckwithshaw, Kettlesing Felliscliffe & Ripley Endowed CE Primary Schools, other than complaints that are dealt with under other statutory procedures, including those listed below.

Exceptions	Who to contact
• Admissions to schools • Statutory assessments of Special Educational Needs • School re-organisation proposals, staffing deployment or teaching methodologies	Concerns about admissions, statutory assessments of Special Educational Needs, or school re-organisation proposals should be raised with North Yorkshire 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 – The Duty LADO can be contacted by telephone on 01609 533080 or by email: lado@northyorks.gov.uk
• Exclusion of children from school*	Further information about raising concerns about exclusion can be found at: www.gov.uk/school-discipline-exclusions/exclusions. <i>*complaints about the application of the behaviour policy can be made through the school's complaints procedure.</i>
• Whistleblowing	We have an internal whistleblowing procedure for all our employees, including temporary staff and contractors. The Secretary of State for Education is the prescribed person for matters relating to education for whistleblowers in education who do not want to raise matters direct with their employer. Referrals can be made at: www.education.gov.uk/contactus. Volunteer staff who have concerns about either of our schools should complain through the school's complaints procedure. You may also be able to complain direct to the LA or the Department for Education (see link above), depending on the substance of your complaint.
• Staff grievances	Complaints from staff will be dealt with under the school's internal grievance procedures.
• Staff conduct, capability or disciplinary matters	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.

- 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 directly.
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 (LA) 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 Beckwithshaw, Kettlesing Felliscliffe & Ripley Endowed CE Primary Schools 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, Beckwithshaw, Kettlesing Felliscliffe & Ripley Endowed CE Primary Schools want 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.

Informal stage

- Raise your concern with the Executive Headteacher. Usually a meeting would be arranged with you to discuss your concerns and the resolution you are seeking.
- We aim to resolve concerns promptly and will normally update you **within 10 school days**.
- If unresolved, you may request escalation to **Stage 1 (formal)**.

Please work with us so that we can find a resolution together and avoid having to follow a lengthy complaints procedure.

Stage 1

Formal complaints must be made to the Executive Headteacher (unless they are about the Executive Headteacher), via the school office. This may be done in person, in writing (preferably on the Complaint Form), or by telephone.

The Executive Headteacher will record the date the complaint is received and will acknowledge receipt of the complaint in writing (either by letter or email) within 5 school days.

Within this response, the Executive Headteacher will seek to clarify the nature of the complaint, ask what remains unresolved and what outcome the complainant would like to see. The Executive Headteacher can consider whether a face-to-face meeting is the most appropriate way of doing this.

Note: The Executive Headteacher may delegate the investigation to another member of the school's senior leadership team but not the decision to be taken.

During the investigation, the Executive Headteacher (or investigator) will:

- If necessary, interview those involved in the matter and/or those complained of, allowing them to be accompanied if they wish
- Keep a written record of any meetings/interviews in relation to their investigation.

Investigation will be completed within 10 school days of the date of receipt of the complaint.

The Executive Headteacher will provide a formal written response within 15 school days of the date of receipt of the complaint.

If the Executive Headteacher is unable to meet this deadline, they will provide the complainant with an update and revised response date.

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 Beckwithshaw, Kettleasing Felliscliffe & Ripley Endowed CE Primary Schools will take to resolve the complaint.

The Executive Headteacher will advise the complainant of how to escalate their complaint should they remain dissatisfied with the outcome of Stage 1.

If the complaint is about the Executive Headteacher or a member of the governing body (including the Chair or Vice-Chair), a suitably skilled governor will be appointed to complete all the actions at Stage 1.

Complaints about a member of the governing body must be made to the Clerk, via the school office. If the complaint is:

- jointly about the Chair and Vice Chair or
- the entire governing body or
- the majority of the governing body

Stage 1 will be considered by an independent investigator appointed by the governing body or the Diocese of Leeds. At the conclusion of their investigation, the independent investigator will provide a formal written response.

Stage 2

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 meeting with members of the governing body's complaints committee, which will be formed of the first three, impartial, governors available. This is the final stage of the complaints procedure.

A request to escalate to Stage 2 must be made to the Clerk, via the school office, within 10 school days of receipt of the Stage 1 response.

The Clerk will record the date the complaint is received and acknowledge receipt of the complaint in writing (either by letter or email) within 5 school days.

Requests received outside of this time frame will only be considered if exceptional circumstances apply.

The Clerk will write to the complainant to inform them of the date of the meeting. They will aim to convene a meeting within 10 school days of receipt of the Stage 2 request. If this is not possible, the Clerk will provide an anticipated date and keep the complainant informed.

If the complainant rejects the offer of three proposed dates, without good reason, the Clerk will decide when to hold the meeting. It will then proceed in the complainant's absence on the basis of written submissions from both parties.

The complaints committee will consist of at least three governors with no prior involvement or knowledge of the complaint. Prior to the meeting, they will decide amongst themselves who will act as the Chair of the Complaints Committee. If there are fewer than three governors from Beckwithshaw, Kettlesing Felliscliffe & Ripley Endowed CE Primary Schools available, the Clerk will source any additional, independent governors through another local school or through their LA's Governor Services team, in order to make up the committee. Alternatively, an entirely independent committee may be convened to hear the complaint at Stage 2.

The committee will decide whether to deal with the complaint by inviting parties to a meeting or through written representations, but in making their decision they will be sensitive to the complainant's needs.

If the complainant is invited to attend the meeting, they may bring someone along to provide support. This can be a relative or friend. Generally, we do not encourage either party to bring legal representatives to the committee meeting. However, there may be occasions when legal representation is appropriate.

For instance, if a school employee is called as a witness in a complaint meeting, they may wish to be supported by union and/or legal representation.

Note: Complaints about staff conduct will not generally be handled under this complaints procedure. Complainants will be advised that any staff conduct complaints will be considered under staff disciplinary procedures, if appropriate, but outcomes will not be shared with them.

Representatives from the media are not permitted to attend. At least 10 school days before the meeting, the Clerk will:

- confirm and notify the complainant of the date, time and venue of the meeting, ensuring that, if the complainant is invited, the dates are convenient to all parties and that the venue and proceedings are accessible
- request copies of any further written material to be submitted to the committee at least 5 school days before the meeting.

Any written material will be circulated to all parties at least 5 school days before the date of the meeting. The committee will not normally accept, as evidence, recordings of conversations that were obtained covertly and without the informed consent of all parties being recorded.

The committee will also not review any new complaints at this stage or consider evidence unrelated to the initial complaint to be included. New complaints must be dealt with from Stage 1 of the procedure.

The meeting will be held in private. Electronic recordings of meetings or conversations are not normally permitted unless a complainant's own disability or special needs require it. Prior knowledge and consent of all parties attending must be sought before meetings or conversations take place. Consent will be recorded in any minutes taken.

The committee will consider the complaint and all the evidence presented. The committee 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 committee 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 Committee will provide the complainant and Beckwithshaw, Kettlesing Felliscliffe & Ripley Endowed CE Primary Schools with a full explanation of their decision and the reason(s) for it, in writing, within 28 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 Beckwithshaw, Kettlesing Felliscliffe & Ripley Endowed CE Primary 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 committee 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 Beckwithshaw, Kettlesing Felliscliffe & Ripley Endowed CE Primary Schools will take to resolve the complaint.

The response will also advise the complainant of how to escalate their complaint should they remain dissatisfied.

Vexatious Complaints

We expect our members of staff to be addressed in a respectful manner and for communication to remain calm at all times. The procedure outlined below will only be used on very rare occasions to deal with unreasonably persistent complainants or unreasonable complainant behaviour.

It is expected that most concerns will be responded to orally or in writing within 5 school days. A formal response to the complaint will usually be provided within 10 school days of receipt of the letter of complaint.

Identifying unreasonably persistent complainants and unreasonable complainant behaviour:

Vexatious complaints are those which are obsessive, persistent, harassing, prolific, repetitious. They may:

- insist upon pursuing unmeritorious complaints and/or unrealistic outcomes beyond all reason
- insist upon pursuing meritorious complaints in an unreasonable manner
- be designed to cause disruption or annoyance
- contain demands for redress that lack any serious purpose or value

Where the complainant's complaint is clearly vexatious:

In all cases we will write to tell the complainant why we believe their behaviour is unacceptable or unreasonably persistent, what action we are taking and the duration of that action.

Action may include:

- Verbal or written warning
- Communication restrictions such as a single weekly response or to one, point of email contact.
- Restrictions on access to the school site, up to a ban from site

Where the behaviour is so extreme that it threatens the immediate safety and welfare of staff, members of the Governing Body or Trustees, we will consider other options, for example, reporting the matter to the police or taking legal action. In such cases, we may not give the complainant prior warning of that action.

Identifying unreasonably persistent complainants and unreasonable complainant behaviour:

The Federation also reserves the right to restrict, delay, or decline to process complaints that appear to be automated, generated by artificial intelligence, or submitted for purposes other than a genuine concern or enquiry. Such correspondence may be logged but not investigated, in line with the school's provisions for vexatious or serial complaints and Department for Education guidance on reasonable use of the complaints procedure.

The Federation will always consider whether any part of the correspondence raises a legitimate issue before deciding to take no further action.

Social media

In order for complaints to be resolved as quickly and fairly as possible, we request the complainants not discuss complaints publicly via social media such as Facebook and Twitter. Complaints will be dealt with confidentially for those involved, and we expect complainants to also observe

confidentiality. Defamatory, offensive or otherwise inappropriate comments on social media will be reported to the appropriate authorities. The Federation reserves the right to stop the complaint procedure if complainants do not observe confidentiality.

Using Artificial Intelligence (AI) to write complaints

AI tools can, and often do, make mistakes. To avoid delays, we strongly recommend that complainants do not ask AI to add legal language, and, instead, only use their own information, and check their complaint is clear and accurate before sending.

If parents, carers, choose to use AI tools to assist them in preparing correspondence or submissions as part of a complaint, complainants are expected to:

- Ensure that any information submitted is accurate, truthful, and reflects their genuine concerns.
- Check the accuracy of any content generated by AI before submitting it to the school.
- Clearly identify any evidence, facts, or allegations that are based on personal knowledge or experience.
- Not submit material that is knowingly false, misleading, defamatory, or generated without reasonable verification.
- Respect the confidentiality and privacy of pupils, staff, and other members of the school community when using AI tools.

The school may seek clarification or supporting evidence where information provided in a complaint appears inaccurate, unclear, or unsupported. The use of AI does not remove the complainant's responsibility for the content of any submission.

The use of AI may be considered unreasonable where it results in:

- The submission of excessive volumes of correspondence that place a disproportionate burden on school resources.
- Repeated submission of substantially similar complaints, questions, or challenges that have already been addressed.
- Information, allegations, or evidence that are inaccurate, misleading, unsubstantiated, or generated without reasonable verification.
- Complaints that are excessively lengthy, repetitive, or contain large amounts of irrelevant material.
- Correspondence that is abusive, offensive, threatening, defamatory, or harassing towards pupils, staff, governors, or members of the wider school community.
- Attempts to overwhelm, disrupt, or delay the complaints process through the mass generation of correspondence, requests, or documentation.

Where correspondence appears to be automated, duplicated, or not directly authored by the complainant, the school may request reasonable verification of authorship or identity. Where verification is not provided, the correspondence may be closed without investigation.

Where the school considers that AI-generated correspondence is contributing to unreasonable complainant behaviour, it may apply the provisions for vexatious complaints outlined in this policy.

Duplicate complaints

After closing a complaint at the end of the complaints procedure, we may receive a duplicate complaint from:

- a spouse
- a partner
- a grandparent

- a child

We will review the submission to establish whether there are any new aspects to the complaint that have not previously been considered. If this is the case, these new aspects will be investigated and dealt with to the full extent of the complaints procedure. If the complaint is about the same subject and raises no new aspects, we will inform the new complainant that the school has already considered that complaint and the local process is complete.

Closure of complaints

A complaint may be closed where:

- It has been fully investigated and a final decision reached at Stage 2.
- The desired outcome is unrealistic, unlawful, disproportionate, or outside the school's remit.
- The complaint has been properly considered and there is no realistic remedy available.
- The complainant and the school have reached a point of "agree to disagree."
- The complaint is vexatious, persistent, repetitive, harassing, abusive, or based on knowingly false/fabricated information.
- The complainant refuses to co-operate with the process or provide sufficient clarity.

Once a complaint has been considered at any stage, the same matter may not be restarted by submitting it to a different member of staff, governor, or external body. Further correspondence on the same issue may be logged but will not be responded to.

Next Steps

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.

The Department for Education will not normally reinvestigate the substance of complaints or overturn any decisions made by Beckwithshaw, Kettlesing Felliscliffe & Ripley Endowed CE Primary Schools. They will consider whether Beckwithshaw, Kettlesing Felliscliffe & Ripley Endowed CE Primary Schools has adhered to education legislation and any statutory policies connected with the complaint.

The complainant can refer their complaint to the Department for Education online at: www.education.gov.uk/contactus, by telephone on: 0370 000 2288 or by writing to:

Department for Education Piccadilly Gate
Store Street Manchester M1 2WD.

Complaint Form

Please complete and return to Miss Victoria Kirkman –Executive Headteacher, who will acknowledge receipt and explain what action will be taken.

Your name:
Pupil's name (if relevant):
Your relationship to the pupil (if relevant):
Address:
Postcode:
Day time telephone number: Evening telephone number:
Please give details of your complaint, including whether you have spoken to anybody at the school about it.

What actions do you feel might resolve the problem at this stage?

Are you attaching any paperwork? If so, please give details.

Signature: Date:

Official use

Date acknowledgement sent:

By who:

Complaint referred to:

Date:

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 Executive Headteacher or complaints committee that sets out the facts, identifies solutions and recommends courses of action to resolve problems.

The Executive Headteacher 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 Executive Headteacher/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, Executive Headteacher, 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.

Committee Chair

The committee'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 committee 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 committee is open-minded and acts independently
- no member of the committee 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).

Committee Member

Committee 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 committee 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 committee 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 committee 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 committee 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 committee considers is not in the child/young person's best interests.

- the welfare of the child/young person is paramount.

RBK FEDERATION

Parent and Carer Agreement

Ripley Endowed CE, Beckwithshaw, Kettlesing Schools



"At the Federation of Beckwithshaw, Kettlesing Felliscliffe and Ripley CE Primary Schools, we aim to provide a community of compassion; a place where all children are courageous and grow together, guided by love."

Community – Compassion – Courage

At the Federation of Ripley Endowed CE, Beckwithshaw and Kettlesing Schools, we believe pupils learn best in a safe and supportive environment based on respect and trust and underpinned by an effective partnership between parents, staff and the school community. High standards of respect and behaviour are expected of all stakeholders. The positive support of parents and carers is needed and highly valued by the Federation. This 'Parent and Carer Agreement' has been adopted and agreed by the school's governing body. It provides a reminder to all parents, carers and visitors to our school about the conduct expected of them. It sets out both what they should aim to do, and conduct which will not be tolerated. This is so we can continue to flourish, progress and achieve in an atmosphere of mutual respect and understanding where we grow together, guided by love.

This code complements the school's 'Complaints Policy' which is designed to handle parental concerns or complaints in a sensitive and mutually supportive manner (see the school website, or contact the school's offices).

Expectations

We expect parents, carers to:

- Work together with school staff for the benefit of their children
- Treat all members of the school community with respect using appropriate language without raised voices
- Approach the school to help resolve any issues of concern
- Where appropriate, clarify a child's version of events with the school's view in order to bring about a peaceful solution to any issue
- Promote good behaviour of your own children at all times, especially in public where it could otherwise lead to conflict, aggressive or unsafe behaviour

In order to support a peaceful and safe school environment, the school will not tolerate parents, carers or visitors exhibiting the following:

- Disruptive or other inappropriate behaviour which interferes with the safe running of the school and its activities
- Approaching another parent or child in order to discuss or chastise them because of an issue between the children (such an approach to a child may be seen to be an assault on that child and may have legal consequences) – please talk to a member of staff to resolve problems
- Using loud or offensive language or displaying temper
- Threatening, in any way, a member of school staff, visitor, fellow parent/carer or pupil
- Using physical or verbal aggression towards another adult or child, including physical punishment of your own child on school premises
- Any other behaviour, verbal or otherwise, which could be considered to be inappropriate, offensive, or abusive
- Sending abusive or threatening e-mails, text/voicemail/phone messages, or other written communications to anyone within the school community
- Defamatory, offensive or derogatory comments regarding the school or any of the pupils/parents/carers/staff at the school on Facebook or other social media
- Damaging or destroying school property
- Smoking, vaping, taking illegal drugs or the consumption of alcohol on school premises (alcohol may only be consumed during authorised events)
- Taking photographs with phones or other devices on school premises without permission from the school
- Recording conversations with staff - in person or on the phone, using mobile phones or other devices, without permission from the school

If we are unable to resolve issues in a reasonable manner, the school may have to restrict parents/carers/visitors from entering the school grounds, and in extreme cases we may need to involve the police. We trust that parents, carers and visitors will assist our school with the implementation of this policy and we thank you for your continuing support of the school. We ask that parents and carers ensure they make all persons responsible for collecting their children aware of this policy.

Inappropriate use of Social Network Sites

Social media websites are being used increasingly to fuel campaigns and complaints against schools, head teachers, school staff, and in some cases other parents/carers or pupils. The governors consider the use of social media websites being used in this way as unacceptable and not in the best interests of the children or the whole Federation community. Any concerns you may have must be made through the appropriate channels by speaking to the class teacher, the head teacher or the chair of governors, so they can be dealt with fairly, appropriately and effectively for all concerned.

Libelous or Defamatory Posts

In the event that any pupil or parent/carer of a child being educated at the Federation is found to be posting libelous or defamatory comments on Facebook or other social network sites, they will be reported to the appropriate 'report abuse' section of the network site. All social network sites have clear rules about the content which can be posted on the site and they provide robust mechanisms to report content or activity which breaches this. The school will also expect that any parent/carer or pupil removes such comments immediately.

Cyber Bullying

We take very seriously the issue of cyber bullying by one child or a parent to publicly humiliate another by inappropriate social network entry. We will deal with this as a serious incident of school bullying. Thankfully such incidents are extremely rare. In serious cases the Federation will also consider its legal options to deal with any such misuse of social networking and other sites. Recordings taken at Federation events No recordings made at

Federation events by parents/carers or visitors should be shared on any social media site. Recordings shared by the school on such sites may be used, as staff will have ensured that they are safe to publish on social media. It is assumed that all members of the school community have read, understood and agreed to this policy.

Respectful Communication Commitment

All communication with staff, governors, parents and pupils should be conducted respectfully and professionally. Aggressive, abusive or threatening behaviour will not be tolerated.

Shared Commitment

Together we will create a caring, aspirational and inclusive community where every child is known, valued and able to flourish and where we grow together, guided by love.

Created: June 2026

Approved by Governing Body: July 15th 2026

To be reviewed: September 2028