

Northcote Primary School



Complaints Policy

September 2025

Review Annually

Adopted by the Governing Body

Signed by Chair of Governors:

Date:

1.1. Introduction

Northcote Primary School endeavors to provide the best possible education for all of its pupils in an open and transparent environment. We welcome any feedback that we receive from parents, pupils and third parties, and we accept that not all of this will be positive. Where concerns are raised, the school intends for these to be dealt with:

- Fairly
- Openly
- Promptly
- Without Prejudice

In order to do so, the governing board of Northcote Primary School has approved the following procedure which explains what you should do if you wish to make a complaint about the school. All members of staff will be familiar with the procedure and will be able to assist you.

1.2. Complaints that fall outside of this procedure

Complaints relating to the following issues are covered by a separate/specific policy.

- Pupil admissions; please see the school's admissions contact Liverpool City Council School Admissions.
- Pupil exclusions; please see the school's behaviour policy.
- Staff grievance, capability or disciplinary; these are covered by the Liverpool City Council school's grievance/disciplinary/capability procedures.
- Where the complaint concerns a third party used by the school; please complain directly to the third- party themselves.
- Subject Access Requests and Freedom of Information Requests – please see the school's Data Protection and Freedom of Information policy

- These policies are available via the school website or on request from the school.
- Resolving concerns informally
- For the purpose of this procedure The Department for Education states:-
 - *Concerns* are defined as “having a worry or doubt over an issue considered to be important for which reassurances are sought”.
 - The majority of concerns can be dealt with without resorting to the formal stages of the formal complaints procedure (see below).
 - A complaint may be generally defined as ‘*an expression of dissatisfaction however made, about actions taken or a lack of action*’.

The governing board of Northcote Primary School encourages those that have concerns to raise them with the appropriate person at the school (e.g. your child's class teacher) and

to work constructively with that person towards resolving them. The extent to which this was both attempted and followed may be taken into consideration when assessing the reasonableness of a complaint during the formal stages of the procedure.

At Northcote Primary School, we want all pupils to be healthy, safe and happy. These aspects are foundational to children achieving.

we work hard to develop a school culture based on mutual respect. This expectation includes all stakeholders in the school; pupils, members of staff, governors and parents.

This policy aims to make clear the procedure for dealing with concerns/complaints at Northcote Primary School. Please note we will keep a record of any COMPLAINTS made.

Level 1 – Informal

Parents, guardians or carers should in the first instance, make an appointment to speak with the class teacher about the concern/complaint. It is best, wherever possible to resolve issues at this point.

Level 2 – Informal

In the event of a resolution not being achieved at Level 1; parents, should make an appointment to meet with their child's Phase Leader.

There are four Phase Leaders; Mrs Boyea (Y5/Y6 Phase), Mr Canovan (Y3/Y4 Phase), Mrs. Flattery (Y1/Y2 Phase); Ms Collins (Early Years (Nursery/ Reception Phase)).

Level 3 – Informal

If a resolution has not been achieved at Level 3 of the procedure the parent, guardian or carer should make an appointment to meet with Mrs Hearnshaw, the Deputy Headteacher, or Mrs Langley, Assistant Headteacher in order to discuss concerns or complaints.

Level 4 – Informal

If parents/carers are still not happy with the complaint being resolved, they should make an appointment to see Mr. Anders, the Headteacher.

At this stage the parent should present their concerns around the following features; *(the following are suggestions)*

1. What does the parent making the complaint consider to be the problem?
2. What should or should not have happened?
3. What actions would he/ she consider to be appropriate for the school to take in order to bring a resolution to this problem?

Level 5 – Formal

In the event of no satisfactory resolution being reached at Level 4 the parent, guardian or carer should put their concerns in writing to the Headteacher at the school. The letter will need to set out clearly the issues which have previously been discussed and why the parent, guardian or carer considers the issue to be unresolved.

The Headteacher should consider the complaint and provide a written response to the complainant within ten working days of receipt of the letter.

Level 6 – Formal

If the complainant remains dissatisfied with the response of the Headteacher they should address their concerns in writing to the Chair of Governors at the school (see contact details at the end of the document)

- The Chair of Governors will acknowledge receipt of the letter within five working days.
- The Chair of Governors will arrange for a panel of three governors to investigate the complaint. The panel will meet within fifteen days of receipt of the letter from the parent, guardian or carer.
- The complainant will be invited to attend the meeting of the panel and may be accompanied by a friend. The Headteacher will be invited to attend the meeting of the panel and may also be accompanied.
- The Governors' Complaints Panel will report its findings to the complainant and to the Headteacher, in writing, within ten days of the hearing.
- The decision of the Governors' Complaints Panel is final.
- The formal stages of the procedure should be followed when attempts to resolve concerns informally have proved unsuccessful, and in cases where individuals wish to raise their concern formally.

1.3. Complaints about the headteacher or the governors

Where a complaint is about the headteacher, the complainant should notify the clerk to the governors (see contact details at the end of the document). The stage one process (see the formal stages below) will then commence, but with the chair of governors as the individual responsible for the investigation, rather than the headteacher.

Where a complaint concerns a governor the complainant should contact the clerk to the governing board. The clerk will then determine the most appropriate course of action, seeking advice as appropriate. This will depend upon the nature of the complaint.

1.4. The timescale for making a complaint

Notification of a complaint should be given as soon as possible after the issue that led to the complaint has occurred and after informal attempts to seek resolution have proved unsuccessful. Complaints that are submitted three months after the issue that led to the complaint occurred will not be considered under this procedure unless there are exceptional circumstances. These may include (but are not limited to) subsequent information about the complaint coming to light and a valid explanation of why it was not possible to give notification of the complaint sooner. In such cases the headteacher/chair of the governing board/clerk to the governing board (as appropriate) will review the circumstances, seek advice and determine whether the complaint should be considered under the formal procedure.

1.5. Maintaining records

A confidential written record of all complaints that are made in accordance with this procedure will be kept by the school. The written record will include whether the complaint has been resolved following a formal procedure and whether it proceeded to a panel review meeting. It will also refer to any action taken by the school as a result of the complaint regardless of whether it has been upheld.

1.6. Maintaining confidentiality

Informal concerns and complaints will be dealt with confidentially at all stages and at the conclusion of the procedure. Confidentiality should be maintained all times by everyone involved. The governing board of Northcote Primary School requests that complaints are not discussed publicly, including via social media.

Actions taken in relation to school staff that arise as a result of the complaint will remain confidential to the school and the member of staff concerned.

Written records taken and used throughout the complaints process, including correspondence, notes of meetings, telephone calls etc., will kept securely and in accordance with the principles of the General Data Protection Regulation (GDPR) and Data Protection Act 2018.

1.7. Safeguarding

Wherever a concern indicates that a child's wellbeing or safety is at risk, the school is duty bound to report this immediately to the local authority. Any action taken will be in accordance with the school's safeguarding policy.

2.1. The formal stages of the complaints procedure

There are two formal stages of the complaints procedure.

Stage 1 – formal investigation by headteacher

1. A request for a formal investigation of a complaint by the headteacher (or chair of the governing board as appropriate) should be made in writing C/O the school, or by completing the formal complaints form that is included as Appendix 1 of this procedure.
2. The headteacher (or chair of the governing board as appropriate) will acknowledge the request in writing no later than 10 working days (excluding those that fall in the school holidays) of receiving it. The written acknowledgment will, as far as possible, explain how the complaint will be investigated, and the timescale for completing the investigation.
3. A log of all correspondence in relation to the complaint will be kept, in accordance with the Data Protection Principles.
4. The headteacher will consider all relevant evidence. This may include, but is not limited to:
 - obtaining statements from the complainant and those involved with the complaint
 - meeting with the complainant and those involved in the complaint

- reviewing correspondence and other document relating to the complaint
5. After considering the available evidence, the headteacher can decide to:
 - uphold the complaint and direct that certain action be taken to resolve it
 - uphold the complaint in part (in other words find an aspect or aspects of the complaint to be valid, but not the whole complaint) direct for certain action to be taken, or
 - dismiss the complaint entirely
 6. The headteacher will inform the complainant of their decision in writing, the grounds on which it was made and any actions taken as a result of the complaint. This will be within 20 working days (excluding those that fall in the school holidays) of having issued written acknowledgement of receipt of the complaint (see 2 above). The written notification shall also advise the complainant of their right to escalate the complaint to stage 2 of the formal complaints procedure if they are not satisfied with the outcome at stage 1, including the contact details of the clerk to the governing board (see page).

Stage 2 – Review by a panel of the governing board

The complainant is entitled to request a review of the decision taken at stage 1 and the actions taken. The review is carried out by a panel of the governing board at a meeting convened by the clerk to the governing board.

Requests for a review of the decision taken at stage 1 should be made in writing to the clerk (see contact details below) no later than 4 weeks after written notification of the decision taken has been received. The request should include a brief summary of the complaint, why the complainant is dissatisfied with the outcome of stage 1 and the outcome they are seeking.

The clerk will fulfil the role of organising the time and date of the review meeting, inviting all the attendees, collating all the relevant documentation and distributing this 5 days in advance of the meeting. Minutes of the review meeting will be taken by the clerk and provided with the written notification of the decision taken at stage 2 (see 9 below).

The following steps are taken at stage 2:

1. The clerk will acknowledge the written request for the complaint to be reviewed no later than ten working days (not including the school holidays) after receiving it.
2. The clerk will convene a panel of three school governors to review the complaint. All three-panel members will have no prior knowledge of the content of the complaint.
3. The review meeting will take place within 20 working days (excluding those which fall in the school holidays) of receipt of the written acknowledgement from the clerk (see 1 above).
4. The panel may decide to invite the following to attend the review meeting:
 - the complainant
 - the headteacher (or chair of the governing board as appropriate) who investigated

the complaint and made the decision at stage 1

- relevant persons involved the complaint
 - persons whom, in the view of the panel, can provide relevant advice and information relating to the subject of the complaint and the review process at stage 2
5. Where the complainant, headteacher and/or relevant person involved in the complaint have been invited to attend the review meeting, they are entitled to be accompanied by a family member/friend/representative as appropriate. However, legal representatives are not permitted to attend the review meeting.
 6. Where the relevant persons involved in the complaint include pupils at the school, and their attendance at the review meeting has been requested by the panel, parental permission must be sought if they are under the age of 18. Extra care will be taken to consider the vulnerability of children where they are present at a complaints hearing.
 7. Where the complaint is about a governor or governing board the complainant may request that the review meeting is held by an independent panel. This is at the discretion of the governing board who will notify the clerk of their decision. Where an entirely independent panel is required, timescales may be affected while the school source appropriate individuals for the review.
 8. After considering the complaint afresh and reviewing the available evidence, the panel reviewing the complaint can decide to:
 - uphold the complaint and direct that certain action be taken to resolve it;
 - uphold the complaint in part (in other words find an aspect or aspects of the complaint to be valid, but not the whole complaint) and direct for certain action to be taken, or
 - dismiss the complaint entirely.

Irrespective of the decision taken, the panel may also recommend steps that the complainant and the school should take to move forward from the presenting issues in the best interests of all concerned. The panel may also recommend steps to be taken that reduce the likelihood of a similar complaint being made in the future.

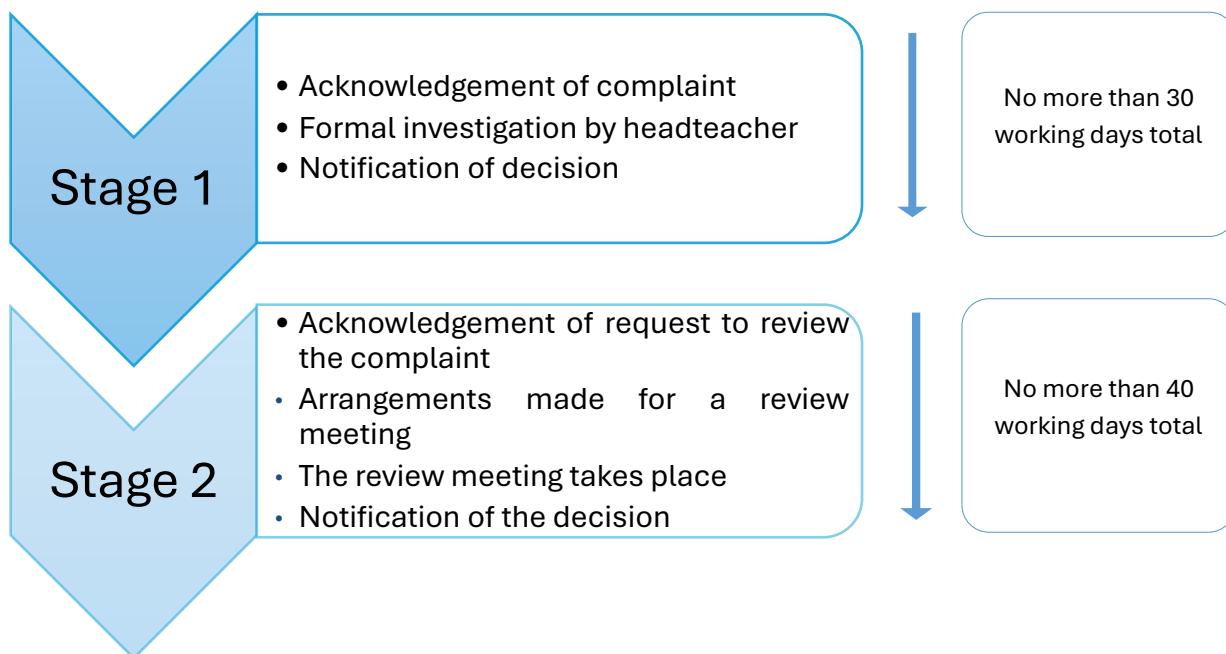
9. The complainant, the headteacher (or chair of the governing board as appropriate) who investigated the complaint and made the decision at stage 1, and, where relevant, the person complained about will be informed in writing of the outcome of the review meeting no later than 10 working days (excluding those which fall in the school holidays) after the review meeting has taken place.

This is the final stage, at which the school will consider the complaint. If the complainant remains dissatisfied and wishes to escalate the complaint further, they should refer to the following:

- If the complainant remains dissatisfied with the outcome of the complaints procedure they may contact the local authority via www.Liverpool.gov.uk
- If the complainant feels that the governing board acted 'unreasonably' in the handling of the complaint, they can complain to the Department for Education after the complaints

procedure has been exhausted. Please note that 'unreasonable' is used in a legal sense and means acting in a way in which no reasonable school or authority would act in the same circumstances. <https://www.gov.uk/complain-about-school>

Timescale for completing the formal stages of the procedure



Northcote Primary School will endeavour to complete the formal stages of its complaints procedure in a timely manner and within the timescale for each stage that is referred to above. However, if it becomes clear that for any reason Northcote Primary School is unable to meet the timescale for completing a stage of the procedure, the complainant will be advised of this immediately, along with the reason for the delay and the revised timescale.

3.1. Serial, persistent and unreasonable complaints

For the purpose of this procedure a complaint may be viewed as serial and/or persistent if it relates to the same issue that was the subject of a previous complaint (made by the same complainant) which has already been through a formal complaints procedure in which the complainant has been notified of the outcome. In such cases, it is likely that the complainant will be informed that the matter is now closed and that Northcote Primary School will provide no further response.

For the purpose of this procedure, a complaint may be viewed as unreasonable if it contains threatening, abusive or offensive language and conveys unrealistic outcomes beyond all reason. In such cases, the headteacher/chair of the governing board/clerk to the governing board (as appropriate) will consult with relevant parties and may decide that the complaint is not considered under this procedure. The complainant will be notified in

writing that this is the case and that Northcote Primary School will provide no further response.

Queries regarding any aspect of the complaints procedure should be directed to the clerk to the governing board at the following address:- clerk@northcote.liverpool.sch.uk

Introduction

- 1.1 This school is committed to the highest possible standards of openness, probity and accountability. In line with this commitment the school expects all members of the school community who have serious concerns about any aspect of the school's work to come forward and voice those concerns.
- 1.2 A person who raises a concern is protected by the Public Interest Disclosure Act 1998 which is incorporated into the Employment Rights Act 1996 as long as they have reasonable belief that the complaint is made in the public interest. This legislation protects workers from victimisation, discrimination or disadvantage when they voice legitimate concerns and their actions are not unlawful or contravene other forms of legislation.

2. Purpose

- 2.1 The purpose of this policy and procedure is to ensure that individuals know how to raise a concern, feel confident in raising concerns and where concerns are raised, reassures them that the concern will be dealt with in confidence and they will be protected from victimisation, discrimination or disadvantage.
- 2.2 This policy and procedure does not cover matters which are covered by other existing procedures e.g. Grievance Procedure, Disciplinary Procedure, Dignity at Work Procedure, Schools Complaints Procedure etc.

3. Scope

- 3.1 This policy and procedure applies to
 - All employees who are employed by, or under, the school Governing Body;
 - All members of the Governing Body
 - Other individuals involved in providing services to the school and Partner organisations.
- 3.2 This Policy and Procedure covers serious concerns such as;
 - Conduct which is a criminal offence or a breach of law
 - Failure to comply with a legal obligation
 - Child protection issues
 - Disclosure related to miscarriages of justice
 - Health and safety risks (including risks to the public as well as others of the school community) if reported and not acted upon

- Damage to the environment
- Unauthorised use of public funds
- Possible fraud or corruption
- Sexual, physical or other abuse of others
- Other unethical / criminal conduct including activity which amounts to modern slavery
- Actions which are unprofessional, inappropriate or conflict with a general understanding of what is right and wrong.
- Any attempt to prevent disclosure of the above.

4. Principles

- 4.1 No Individual will be subject to victimisation or other detriment by reporting concerns which they believe to be true.
- 4.2 Any concerns reported will be taken seriously and investigated.
- 4.3 Individuals are encouraged to raise concerns as soon as possible.
- 4.4 Disclosures made under this procedure will be treated seriously and sensitively, and where appropriate and possible, confidentially. Requests for anonymity, where made, will be considered, but there may be circumstances where anonymity cannot be granted, for example in relation to prosecutions or disciplinary investigations where the individual may be required to provide witness evidence.
- 4.5 Any person who is the subject of a whistleblowing allegation has legal rights which may be exercised and are independent of the school (and City Council where appropriate).
- 4.6 Any person raising a concern must have a reasonable belief that it is in the public interest in line with Section 17 of the Enterprise and Regulatory Reform Act 2013. They must also believe that there are reasonable grounds for the concern and will be encouraged to co-operate with any investigation.
Examples of public interest concerns are included at paragraph 3.2.
- 4.7 Concerns which fall within the scope of other procedures (e.g. employee grievances or general complaints) will be referred for consideration under those procedures.
- 4.8 All employees have a duty of confidentiality to the school. Where employees make external disclosures of information to the press or other media, disciplinary action may be taken.
- 4.9 Employees may take legal action independent of the school (and City Council where appropriate). This includes the person who is the subject of the complaint, the complainant and the school (and City Council where appropriate).

WHISTLEBLOWING PROCEDURE

5. Raising a concern

- 5.1 For employees, the first step is to raise any concern with his or her line manager.
- 5.2 If the employee feels that the concerns involve the line manager they should speak to the Head teacher. If the concerns involve the Head teacher or a Governor, other than the Chair of Governors, they should raise the concerns with the Chair of Governors. If the concern involves the Chair of Governors they should raise this with the Deputy Chair of Governors. The Governing Body should consider a designated Whistleblowing Governor to deal with any concerns raised involving the Chair and Deputy Chair of Governors.
- 5.3 If the concerns involve officers of the local authority the employee should raise the concern with the Director of Children and Young People's Services, or another senior

manager, such as the City Solicitor. If the concerns involve officers of School Improvement Liverpool the employee should raise the concerns with the Chief Executive of School Improvement Liverpool.

- 5.4 Where schools are financed/maintained by the Local Authority and concerns are raised which relate to fraud, corruption or other financial irregularity, the school will be responsible for investigating the financial irregularity, however the concern must be reported to the Divisional Manager for Governance Audit and Assurance of the City Council. Internal Audit Service will provide guidance on the investigation and if, and when, matters should be reported to the police. Schools are required to present a report of the findings of any investigation into financial irregularities, including any police referrals to the Internal Audit Service.
- 5.5 Internal Audit can be contacted by telephoning the City Council's Whistleblowing Line (0151 233 8613); by sending an email to Internal Audit (WB-InternalAudit@liverpool.gov.uk); or by writing to:

<p>Divisional Manager for Governance, Audit & Assurance</p> <p>Liverpool City Council</p> <p>6th Floor, Cunard Buildings</p> <p>Water Street</p>

- 5.6 When raising a concern individuals should provide as much information as possible including
- The background and history of the concern (including relevant dates, times, names, places, etc.)
 - The nature of the concern (examples are given in 3.2)
 - The reason why they are particularly concerned about the situation.
 - The names of any colleagues/employees who are considered to be either directly involved or who can help with further information.
 - Any other background information e.g. lists of documents, etc.
- 5.7 Concerns should, ideally, be raised in writing.
- 5.8 All anonymous concerns will be treated seriously, however without contact details it may be difficult to clarify information, gain additional information or carry out an investigation.

6. How the school will respond

- 6.1 The action taken by the school will depend on the nature of the concern raised and will normally be investigated internally by the school. However in appropriate cases the concerns may be referred to the local authority, a regulatory body or the Police in criminal matters.
- 6.2 In order to protect the whistle blower, the school and those accused, initial enquiries will be made to decide whether an investigation is appropriate, and if so, what form it should take, and who should conduct it.
- 6.3 The overriding principle which the school will have in mind is the public interest.
- 6.4 Concerns may be resolved by agreed action without the need for an investigation. If urgent action is required this will be taken before any investigation is conducted.

- 6.5 Where the individual raising the concern has provided contact details the person receiving the concern will send an acknowledgement within 10 working days. If it is possible to say at this stage how the matter is to be dealt with, then more information may be provided, however since investigations often involve maintaining confidentiality, it may not be possible to disclose any further information.
- 6.6 If an investigation is to be undertaken an appropriate investigating officer will be appointed, which may be the person who received the concern. Where the individual has provided contact details, an investigation interview should be undertaken unless not required by the whistleblower. The investigating officer will meet with the individual to gather as much information as possible. Where the complainant is an employee, they will be entitled to representation by a trade union rep or colleague. The investigating officer will inform the individual what steps will be taken and potential timescales for the investigation to be completed. If the matter does not fall under the whistleblowing policy they will be informed how the matter will be taken forward.
- 6.7 Employees who are the subject of a whistleblowing concern which is being investigated, may be contacted by the Investigating Officer and a formal investigation will be carried out and the employee has a right to representation by a trade union rep or colleague. This is to ensure that the investigation is fair and open. The details of any concerns raised which are discovered to be untrue will not be kept on the employee's file.
- 6.8 The investigating officer will consider all the evidence and make a recommendation to the Governing Body and/or the local authority and/or Diocese or Archdiocese. In the case of financial irregularities in maintained schools a report of the findings will be sent to the Internal Audit Service.
- 6.9 School accepts that those raising concerns need to be assured that the matter has been properly addressed, therefore subject to legal constraints, information will be provided on the outcome of any investigation, to the whistle blower, as long as contact details have been provided.
- 6.10 School hopes that all cases will be dealt with satisfactorily. If an individual feels that it is right to take the matter further they may refer to the table provided at the end of this section, which provides details of a number of relevant organisations.

7. What to do if a concern is raised with you

- 7.1 If you receive a concern under this procedure you need to act quickly and with the utmost discretion. All concerns must be evaluated objectively, reviewing the facts as they appear. If appropriate an investigating officer will be appointed.
- 7.2 In deciding how to progress the concern you should consider the following
- The quality of the information provided and whether all relevant information has been provided or is available.
 - Whether there is any corroborating evidence available, such as supporting documentation or testimony of another individual.
 - Whether there are obvious motives that may have led to an accusation such as poor working relationships or the possibility of personal gain. There is also the possibility that a concern raised for the wrong reasons may also be true.
 - An assessment of the seriousness of the concerns and the potential risks if they are correct or if they are not investigated.
- 7.3 Where an allegation involves a member of staff the Investigating Officer may wish to contact the schools' HR Adviser for advice and assistance with any investigations.
- 7.4 Depending on the seriousness of the concern and the amount of evidence available, management may wish to consider suspension of an employee in order that an

investigation can be carried out unhindered or without further loss to school. You are advised to consult your HR Adviser in this situation.

8. Making a disclosure outside school or the local authority

- 8.1 The school and the local authority would encourage an individual to raise a concern internally in order to deal with the matter and remove or reduce any risk. However if an individual has raised a concern internally and feels that this has not been dealt with satisfactorily or feels that the concern needs to be raised directly with an external body, such as a regulator, you are advised to seek advice before reporting a concern externally. The independent whistleblowing charity, Protect, operates a confidential helpline to provide confidential advice, free of charge to anyone concerned about wrongdoing at work; telephone 020 3117 2520 or email whistle@protect-advice.org.uk
- 8.2 The following list provides details of, external organisations that you may wish to contact. Alternatively, you may wish to refer to the list of prescribed people and bodies contained within the document, 'Blowing the Whistle to a prescribed Person' which can be found at the following web address: -

www.gov.uk/https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/183340/11-641-blowing-the-whistle-to-a-prescribed-person.pdf

The Information Commissioner	<p>The Office of the Information Commissioner</p> <p>Wycliffe House, Water Lane</p> <p>Wilmslow, Cheshire</p> <p>SK9 5AF</p> <p>Tel: 0303 123 1113</p> <p>Email: casework@ico.org.uk</p> <p>Website: www.ico.org.uk</p>
Grant Thornton UK LLP (External Auditor to LCC as appointed by Public Sector Audit Appointments Limited)	<p>Royal Liver Building</p> <p>Liverpool</p> <p>L3 1PS</p> <p>Tel: 0151 224 7200</p> <p>Email: enquiries.general@uk.gt.com</p> <p>Website: www.grantthornton.co.uk</p>
The Comptroller and Auditor General	<p>The Comptroller and Auditor General</p> <p>National Audit Office</p> <p>157-197 Buckingham Palace Road</p>

	<p>London</p> <p>SW1W 9SP</p> <p>Tel: 020 7798 7999</p> <p>Website: www.nao.org.uk/contact-us/whistleblowing-disclosures/</p>
Merseyside Police	<p>Merseyside Police HQ</p> <p>Canning Place</p> <p>Liverpool</p> <p>L1 8JX</p> <p>Tel: 101 (from inside the UK)</p> <p>Website: www.merseyside.police.uk/contact/af/contact-us/</p>
The Environment Agency	<p>National Customer Contact Centre</p> <p>PO Box 544</p> <p>Rotherham</p> <p>S60 1BY</p> <p>Tel: 03708 506 506</p> <p>Website: www.gov.uk/environment-agency</p>
Health and Safety Executive	<p>Redgrave Court</p> <p>Merton Road</p> <p>Bootle</p> <p>L20 7HS</p> <p>Tel: 0300 003 1647</p> <p>Website: www.hse.gov.uk/contact/concerns.htm</p>
Commissioners for Her Majesty's Revenue and Customs (HMRC)	<p>HMRC Fraud Hotline</p> <p>Cardiff</p> <p>CF14 5ZN</p>

	<p>Tel: 0800 788 887</p> <p>Website: www.gov.uk/government/organisations/hm-revenue-customs/contact/reporting-tax-evasion</p>
<p>Protect</p> <p>(Formerly Public Concern at Work)</p>	<p>Protect</p> <p>CAN Mezzanine</p> <p>7 - 14 Great Dover Street</p> <p>London</p> <p>SE1 4YR</p> <p>Tel: 020 3117 2520</p> <p>Email: whistle@protect-advice.org.uk</p>
Liverpool Archdiocese	<p>LACE</p> <p>Croxteth Drive</p> <p>Sefton Park</p> <p>Liverpool</p> <p>L17 1AA</p> <p>0151 522 1000</p>
Diocese of Liverpool	<p>St James' House</p> <p>20 St James' Road</p> <p>Liverpool</p> <p>L1 7BY</p> <p>0151 709 9722</p>

9. Untrue Allegations

- 9.1 If an individual makes an allegation which they reasonably believe is in the public interest, but the matter is not confirmed by the investigation, then no action will be taken against them.

- 9.2 If an individual makes an allegation which turns out to be untrue, without reasonably believing the allegation to be made in the public interest (e.g. is made for personal gain), then the matter will be considered under the school's Disciplinary Procedure and disciplinary action may be pursued.
- 9.3 Employees may take legal action independently. This includes the person who is the subject of the complaint, the complainant and also the school.

Northcote Primary School Formal Complaints Form

Name	
Name of pupil, year group and your relationship to them (where applicable)	
Contact address	
Contact telephone day	
Contact telephone mobile	
Contact email address	
Details of the complaint	
Action taken so far (including staff member who has dealt with it so far) or solutions offered	
The reason that this was not a satisfactory resolution for you	
What action would you like to be taken to resolve the problem?	

Signed:					
Dated:					