

# 2023-2024



## COMPLAINTS PROCEDURE – PARENTS’ GUIDE

This procedure was adopted by the Governing Board of Moorside Community Primary School  
Autumn Term 2016 and last reviewed June 2023

### **If you have a concern or complaint**

We would like you to tell us about it. We welcome suggestions for improving our work in the school. Be assured that no matter what you want to tell us, our support and respect for you and your child in the school will not be affected in any way. Please tell us of your concern as soon as possible.

If a complainant needs support in order to raise a concern or complaint, then every effort will be made to ensure this is available to enable them to fully participate in the process. (This could include provision of a translation of the procedure, provision of an interpreter etc).

### **Stage 1 – Informal Complaint**

Most concerns can be resolved satisfactorily for all concerned at this stage and this is our aim. The complainant should raise and discuss their concerns/issues with the child/young person’s class teacher or form tutor.

If the member of staff first contacted cannot immediately deal with the matter, s/he will make a clear note of the date, name, contact address and phone number of the complainant. The member of staff should tell the complainant when they will be able to deal with the concern and respond.

The staff member dealing with the concern should make sure that the complainant is clear about what action (if any) or monitoring of the situation has been agreed, putting this in writing to ensure there is a clear audit trail for the school and the complainant.

Where no satisfactory solution has been found within **10 school working days**, the complainant may request their concern is progressed further. The complainant should be told how to proceed within the Stage 1 response and the member of staff should make sure the complainant has access to the complaints policy on the school website or provide a paper copy.

At this stage members of the Governing Board should *not* be approached by the complainant.

### **Stage 2a – Formal Complaint**

All concerns that have not been resolved at Stage 1 need to be logged as a complaint and put in writing and submitted to the Deputy Head Teacher for the relevant Key Stage (*unless the complaint is about the Deputy Head Teacher, then it needs to be submitted to the Head Teacher*).

The relevant Deputy Head Teacher will acknowledge receipt of the complaint in writing within **3 school working days** of receipt and provide a target date for providing a response (**normally 10 school working days**). They will then investigate the complaint and provide the complainant with a written response which details the outcome of the investigation.

If the matter cannot be resolved at this stage, and the complainant wishes to take the matter further, they should be given clear information about how to proceed with a formal complaint at Stage 3 within the Stage 2 written response letter.

Written records of all the meetings, telephone conversations and other documentation relevant to the investigation must be kept.

### **Stage 2b– Referral to the Head Teacher**

Where the complainant is unhappy with the response from the relevant Deputy Head Teacher, they can escalate their complaint to the Head Teacher (*unless the complaint is about the Head Teacher, then it needs to be submitted to the Chair of the Governing Board*). The Head Teacher will investigate the complaint and how it has been handled so far and a written response and or a meeting will be organised to discuss the Head Teacher's findings.

The complainant is advised that if s/he wishes to take the complaint further he/she should notify the Chair of Governors in writing within **25 working school days** of receiving the outcome letter.

### **Stage 3 – Review Hearing Stage**

A complaint that has not been resolved through Stages 1 and 2 can escalate to be heard by a review panel made up of three governors.

The complainant should write to the 'Chair of the Governing Board' marking it 'Private and Confidential' asking for the complaint to be dealt with at Stage 3 of the complaint procedure.

The Chair of Governors will acknowledge the complaint (via the clerk for the complaint panel) within **5 school working days** and arrange a panel of governors to be formed to hear the complaint within **20 school working days** of the receipt of the complaint. These governors will have no previous involvement or knowledge of the complaint. The Chair/Clerk of the complaints panel will contact the complainant with the arrangements. Both parties may bring their representative with them.

Once the panel has been held the complainant and school will be informed of their decision in writing within **15 school working days**. The letter will contain details of what the complainant can do if they remain unsatisfied.

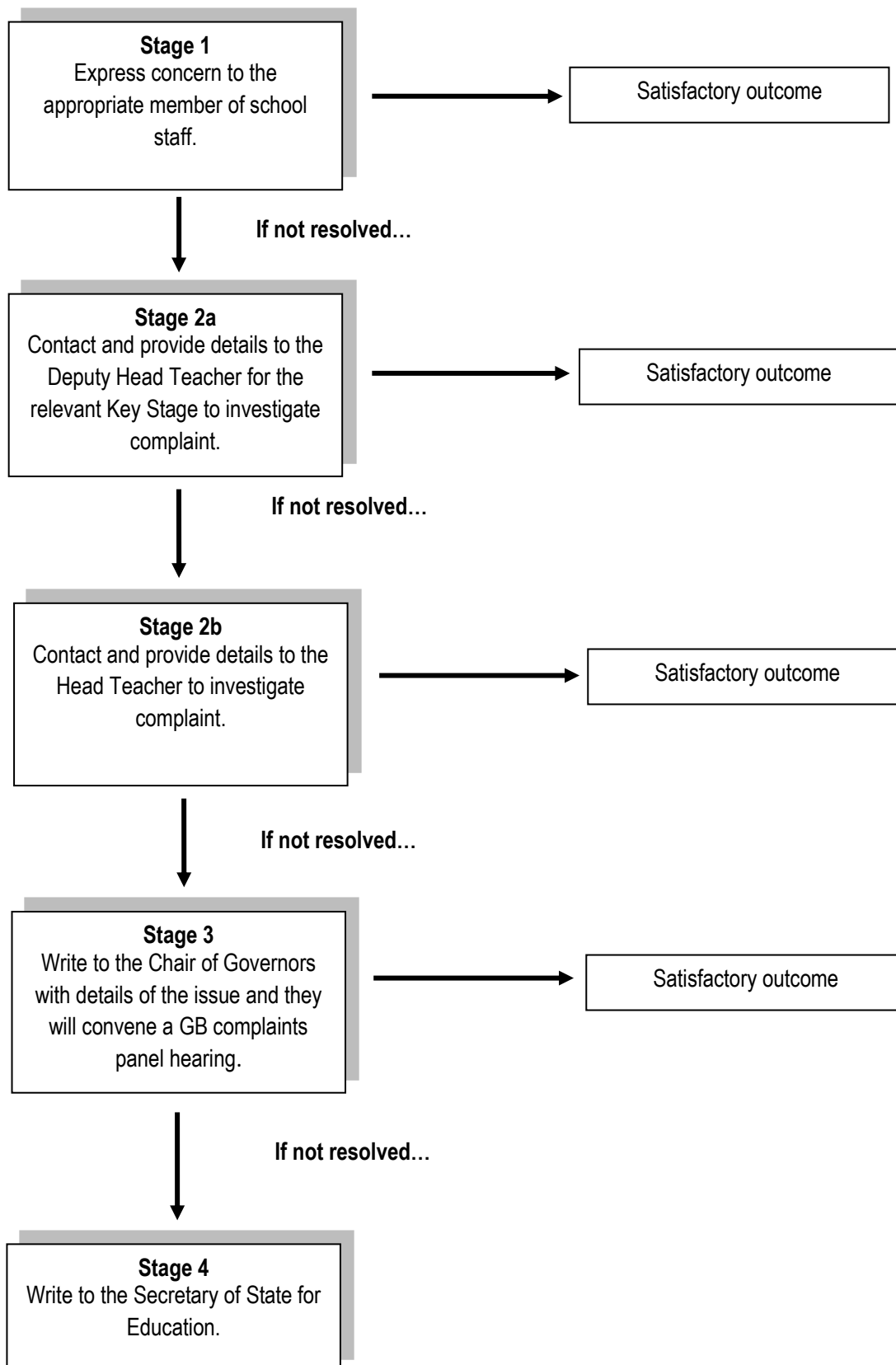
If at any time during the stage 3 process it is not possible to meet the prescribed timescales, then the Chair of Governors will ensure the clerk contacts both parties to discuss a mutually convenient date.

### **Stage 4 – The Secretary of State**

If the complainant remains unsatisfied at the end of Stage 3 they can contact the **Secretary of State** at: Department for Education Schools, Complaints Unit, 2<sup>nd</sup> Floor Piccadilly Gate, Store Street, Manchester, M1 2WD. Website: [www.education.gov.uk/help/contactus](http://www.education.gov.uk/help/contactus)

A full version of the complaints policy is available on request from the school office or via e-mail [Moorside.primaryschool@salford.gov.uk](mailto:Moorside.primaryschool@salford.gov.uk)

### Schools' general complaints – model complaints procedure



## Model Complaint Form (Stage 2/3)

**Name of School:** Moorside Community Primary School  
**Contact details of school:** Holdsworth Street, Swinton, M27 0LN

**1. Please give details of your complaint below:**

**2. What action, if any, have you already taken to try and resolve your complaint? (Who did you speak to and what was the response?):**

**3. Your relationship to the school, e.g. Parent, Grand Parent, Carer, Neighbour, Member of the Public:**

**4. What action to you feel might resolve the problem at this stage?**

**5. If you require any support to help you submit a complaint please indicate below and a member of staff will contact you to offer help:**

I would appreciate support for a member of staff: Yes / No\* Please delete as appropriate.

**6. Are you attaching any paperwork? If so, please give details below:**

Signature:  
Contact details:  
Date:

**Please submit this complaints form to the school secretary by post, by hand or via email to:**

**Official use:**

Date acknowledgement sent:  
By Whom:  
Complaint referred to:  
Date:  
Response due by: