

Academic Year 2022-23

Complaints Policy



This policy sets out Moorlands Primary School Complaints procedures.

Signed by Head Teacher: 

Signed by Chair of Governors: 

Approved: 22nd November 2022

Review Period: Annually

Next Review Date: November 2023



Moorlands Primary School

Complaints Policy

1. Introduction

Moorlands Primary School strive to provide a good education for all our children. The Headteacher and staff work very hard to build positive relationships with all parents and carers. However, it is important that the school has procedures in place through which parents and carers can exercise their right to complain about aspects of the school's policy or practice, if they have concerns which have not been resolved through the normal channels of communication. This policy sets out the procedures which the school follows in such cases.

If any parents or carers are unhappy with the education that their child is receiving, or have any concerns relating to the school, Moorlands staff encourage them to talk to the child's class teacher immediately. Moorlands Primary School always seek to resolve any concerns as quickly as possible, in the best interests of the child. In the vast majority of such cases, issues can be resolved to the satisfaction of parents and carers without recourse to formal procedures.

All parents and carers have the right, as a last resort, to appeal to the Secretary of State for Education, if they still feel that their complaint has not been properly addressed.

2. Aims and objectives

Moorlands Primary School aims to be fair, open and honest when dealing with any complaint. The school gives careful consideration to all complaints and deal with them as swiftly as possible. They aim to resolve any complaint through dialogue and mutual understanding and, in all cases, put the interests of the child above all other issues and aim to provide sufficient opportunity for any complaint to be fully discussed, and then resolved.

The aims of this policy are to:

- assure all parents that the school will consider all complaints seriously;
- set out how the school will manage the complaints process;
- make clear the roles and responsibilities of staff in responding to any complaints;
- Provide information to parents and carers if they wish to make a complaint.



3. The complaints process

STAGE 1

Step 1

The complaint or concern should be discussed with the child's class teacher. Most difficulties are resolved at this stage. If parents are not able to come into the school, they can also put their concerns in writing addressed to the child's class teacher.

Step 2

If parents are not satisfied with the outcome of their complaint, they may escalate it to the Phase Leader for the child's year group.

Step 3

Where a parent feels that a situation has not been resolved through contact with the class teacher and phase leader, or that their concern is of a sufficiently serious nature, they should make an appointment to discuss it, as appropriate, with a member of the Senior Leadership team.

The Senior Leadership Team (SLT) is comprised of:

- Mrs L Ross (Headteacher)
- Mrs R Wright (Deputy Headteacher)
- Mrs N Pfeiffer (Assistant Headteacher for Teaching and Learning)
- Miss S Roughton (Assistant Headteacher for Inclusion)

The Senior Leadership Team will undertake the necessary investigations to address the concerns. The complaint will be heard by the Senior Leadership Team and most complaints are resolved at this stage.

Should a parent have a complaint about the Headteacher s/he should first make an informal approach to one of the vice-chairs of the governing body (Mr Ryszard Prochot OR Mrs Vicki Sellar), who are obliged to investigate it. The vice-chair in question will do all they can to resolve the issue through a dialogue with the school, but if a parent is unhappy with the outcome, they can make a formal complaint, as outlined below.

STAGE 2

Step 4

Only if an informal complaint fails to resolve the matter should a formal complaint be made to the governing body. All complaints at this stage need to be addressed in writing to the Chair of Governors, c/o Moorlands Primary School. This written complaint should state the nature of the complaint and how the school has handled it so far. The Chair of Governors (or if appropriate another nominated governor) will investigate the concerns and reply to them in writing.

The Chair of Governors (or if appropriate another nominated governor) will investigate the issue to ensure that stage 1 of the process has been followed and that the school has responded properly to the complaint at the informal stage.

The Chair of Governors (or if appropriate another nominated governor) will investigate the complaint and respond fully on behalf of the governing body within 10 days from the receipt of the letter.



STAGE 3

Step 5

If the person making the complaint is not satisfied with the response they should advise the school office within one school working week. This should be in writing and provide full details of why their complaint remains unresolved (stage 3). The governing body will consider all written complaints at stage three within two school working weeks of receipt. It will arrange a meeting to discuss the complaint, and will invite the person making it to attend the meeting, so that s/he can explain the complaint in more detail. The school will give the complainant at least five days' notice of the meeting, and the opportunity to submit further information in writing if they so wish.

The parent or carer may take a friend, representative or interpreter with them to the meeting if they so wish.

After hearing the complaint and all the evidence, the governors' panel may ask questions to clarify any issues. They will also hear from Headteacher who will present the school's position and will question them about this. The panel will then consider their decision and inform the parent about it in writing. The governors do all they can at this stage (stage 3) to resolve the complaint to the parent's satisfaction.

Step 6

In most cases the decision of the Governing Body is the final stage in the consideration of the complaint. However, if the complainant feels that the school staff and Governors have not dealt with concerns with satisfaction, and they have gone through all the stages mentioned above, they can contact the either the Department for Education or Ofsted depending on the nature of the complaint. Guidance can be found online.

3.9 See [appendix 1](#) for A Complaints Procedures Flowchart which outlines the manner in which complaints should be reported to the school.

4. Monitoring and review

- 4.1 The governors monitor the complaints procedure, in order to ensure that all complaints are handled properly. The Senior Leaders log all complaints received by the school, and records how they were resolved. Governors examine this log on an annual basis.
- 4.2 Governors take into account any local or national decisions that affect the complaints process, and make any modifications necessary to this policy. This policy is made available to all parents and carers, so that they can be properly informed about the complaints process.
- 4.3 This policy will be reviewed annually.



Complaints Procedures Flowchart for Parents and Carers

Stage 1: Step 1

All initial concerns should be reported to your child's class teacher.

Stage 1: Step 2

If you are not satisfied with the outcome of your complaint you may escalate it to the Phase Leader for your child's year group.

The following members of staff are Phase Leaders:

Year R: Mrs N Henneberg
Y1-5: Miss Anna Llewellyn and Miss G Waring
Y6: Mr A Turner

Please contact the office to make an appointment. All of our phase leaders teach so will not be able to see or speak to you immediately. They will get back to you as soon as possible.

Stage 1: Step 3

If you are still unhappy with how your complaint has been handled, then you may wish to consider making an appointment with an Assistant Head, Deputy Head or Headteacher, depending on the nature of your complaint.

The following members of staff are part of the Senior Leadership Team:

Headteacher- Mrs L Ross
Deputy Headteacher- Mrs R Wright
Assistant Head Teachers - Miss S Roughton and Mrs N Pfeiffer

Please contact the office to make an appointment or request a call back. They will get back to you as soon as possible.

Most complaints can be resolved during one of these above steps. If your concern has not been resolved, then you may escalate your concern further.

The above steps are informal and known as STAGE 1

Stage 2: Step 4

If steps 1-3 (Stage 1) do not resolve your complaint, then you are welcome to bring it to the attention of the Governing Body.

This is known as STAGE 2 and is a formal procedure.

All complaints to the Governing Body **MUST** be made in writing.

Please include:

- Your initial complaint
- Steps that have been made to resolve your complaint so far

This letter should be addressed to the Chair of Governors:

Mrs L Rankin

Complaints escalated to the Governing Body will be referred back to the parent where STAGE 1 of the procedures have not been followed.

The Governing Body will investigate your complaint and respond within 2 school weeks.

Stage 3: Step 5

If you are dissatisfied with the outcome of your complaint at Stage 2 then you are welcome to request a meeting within 1 week of the outcome. This is known as **STAGE 3**, where a panel review the complaint and steps taken to attempt to resolve it and respond accordingly, within 10 working days

Stage 3: Step 6

At this stage the decision and outcome of the Governing Body regarding your complaint is unlikely to change. A complainant who remains unsatisfied after their complaint has been fully considered under the arrangements described above will be able to make a complaint to the Secretary of State.

However, under Section 23 (2) of the Education Reform Act, the Secretary of State may not consider any such complaint unless it has first been through all stages of approved local arrangements.

Formal Complaints about the Head Teacher should be brought directly to the Governing Body **in writing**, outlining the complaint and the steps taken to attempt to resolve it so far.

The Governing Body will investigate your complaint and respond within 2 school weeks.

COMPLAINTS ABOUT INDIVIDUAL GOVERNORS

If a formal (i.e. written) complaint is made by any member of the school community about the conduct of an individual governor, a panel composed of three governors will be convened in order to investigate the validity of the complaint. If the panel decides after investigation that the complaint is justified, it will prescribe an appropriate sanction OR in serious cases will refer the matter to the full governing body. A governor who is the subject of a complaint may then make an appeal to an independent appeal panel made up of three further governors.



School Communication Flowchart

As a school, we value the communication that we have with our parents and the support that it provides in developing our pupils. The flowchart below has been designed to support effective communication between school and our families. It is a tiered approach which aims to support both parents and staff and allow the opportunity to resolve issues efficiently and effectively. We endeavour to deal with any queries or concerns as quickly and effectively as possible. However, there are occasions where staff roles determine that immediate correspondence is not possible, but please be reassured that they will get back to you within a realistic timeframe.



Tier 1 should always be used as the first point of contact between families and school. The table below clarifies whether the communication requires the attention of your child's class teacher or if the school office is the more appropriate.

Tier 1	<p>Class Teacher</p> <p>The following queries are to be raised with your child's class teacher in the first instance</p> <ul style="list-style-type: none"> ✓ School events information (please website or newsletter first) ✓ Home learning queries ✓ Learning concerns ✓ Special needs concerns ✓ Behaviour issues ✓ Home/pastoral/friendship concerns 	<p>Teachers are available most days after school (not Thursday's due to Continuous Professional Development meetings) and appointments can be made by contacting the school office</p> <p>If the matter is urgent, please contact the school office who will let the teacher know at the earliest possible convenience</p>
	<p>Office Staff</p> <p>The following queries can be dealt with directly through the office (either by email, phone or in person)</p> <ul style="list-style-type: none"> ✓ Last-minute school events information/ changes to usual school day (please check website or newsletter first) ✓ Reporting an absence ✓ Requesting a leave of absence ✓ Issues with clubs ✓ Payment queries ✓ Medication/injuries ✓ Appointments <p>Reporting another adult is picking up your child (this must be a phone call and not via email)</p>	<p>We appreciate that these lists are not exhaustive. If you are unsure of who to contact to help deal with your issue/ concern, please contact the school office in the first instance; they will take some details from you and arrange for the most suitable person to get back to you.</p>

If further support is required, the following Leadership team members are available to support in their specific areas as detailed below. Either a teacher, a parent or a combination of the two can request a conversation/meeting with the Leadership team member most closely related to the nature of the concern. Again, these requests can be made through the school office or via the teacher with whom the original concern was raised.

Tier 2	Mrs N Henneberg (YR Phase Leader)	<ul style="list-style-type: none"> ✓ Initial complaints regarding teaching and learning for Foundation Stage ✓ Year R behaviour concerns
	Miss A Llewellyn Miss G Waring (Y1-5 Phase Leaders)	<ul style="list-style-type: none"> ✓ Initial complaints regarding teaching and learning for Y1-5 classes ✓ Behaviour concerns for Y1-5 classes (after speaking with class teacher) ✓ Phonics Screening ✓ Key stage 1 SATs information ✓ Y4 Multiplication Checks
	Mr A Turner (Y6 Phase Leader)	<ul style="list-style-type: none"> ✓ Initial complaints regarding teaching and learning for Y6 classes ✓ Behaviour concerns for Y6 classes (after speaking with class teacher) ✓ Secondary School Transition Arrangements ✓ Key stage 2 SATs information ✓ Young leaders
	Mr B Kill (YR-2 Assistant SENCo) Mrs L Whittingstall Bean (Y3-6 assistant SENCo)	<ul style="list-style-type: none"> ✓ Escalated SEND concerns after talking to the class teacher first ✓ ELSA Provision
	Miss S Roughton (Assistant Head for Inclusion)	<ul style="list-style-type: none"> ✓ Initial complaints regarding SEND concerns / practice ✓ Escalated SEND concerns or referral requests ✓ EHCP queries ✓ ELSA provision ✓ Safeguarding or welfare requests ✓ Medical and Individual Healthcare plans
	Mrs N Pfeiffer (Assistant Head for Teaching and Learning)	<ul style="list-style-type: none"> ✓ Escalated complaints regarding teaching and learning ✓ Safeguarding

Tier 3	Mrs R Wright (Deputy Head / Associate Headteacher)	Having followed this flowchart through Tier 1 - 3, if a matter requires further attention, it can be brought to the Deputy Head or Headteacher.
	Mrs L Ross (Headteacher)	<p>This can be organised through the office.</p> <p>As this stage, you may be referred to the Complaints Policy</p> <p>If you are writing to the school it is really useful if you give us as much information about the background of your concern or complaint as possible, including who it involves, and what you would like the outcome to be.</p>