

# Medlock Primary School



## Complaints Policy and Procedure

**Ratified: November 2022**

**Review: November 2025**

## **Introduction:**

The majority of issues raised by parents, the community or pupils, are concerns rather than complaints. Medlock Primary School is committed to taking concerns seriously, at the earliest stage, in the hope of keeping the number of formal complaints to a minimum and without needing formal procedures. However, depending on the nature of the concern, families may wish or be asked to follow the school's formal complaints procedure.

For the school to be able to investigate a complaint it needs to be made within one year of any alleged incidents occurring. If a complaint relates to an alleged event that took place over one calendar year from the point of a complaint being made will not be investigated.

The prime aim of Medlock Primary School's policy is to resolve the complaint as fairly and speedily as possible. Formal complaints will be dealt with in a sensitive, impartial and confidential manner. Malicious complaints may incur appropriate action by the school.

The following details outline the stages that can be used to resolve complaints.

### **The Medlock Primary School Complaints Policy has four main stages.**

**Stage 1** – A concern is raised informally with a staff member.

**Stage 2** – Formal complaint is heard by the Assistant or Deputy Headteacher

**Stage 3** – Complaint is heard by Headteacher.

**Stage 4** – Complaint is heard by Governing Body's Complaints Appeal Panel.

### **Stage 1 – Raising a concern**

Concerns can be raised with the school at any time and will often generate an immediate response.

The school requests that parents make their first contact with their child's class teacher.

On some occasions the concern raised may require investigation. In which case families will receive an informal but informed response within a day or two. The majority of concerns will be satisfactorily dealt with in this way. However, if families are not satisfied with the result at stage 1, they are able to request that the incident be investigated at stage 2. This request will need to be made within the 10 days of receiving their response at stage 1.

### **Stage 2 – Complaint heard by the Assistant or Deputy Headteacher**

Formal complaints shall be put in writing and addressed to the Assistant or Deputy Headteacher. The complaint will be logged including the date it was received.

The school will normally acknowledge receipt of the complaint within 2 school working days of receiving it. In many cases this response will also report on the action the school has taken to resolve the issue. Alternatively, a meeting may be convened to discuss the matter further. This meeting will normally take place within 10 school working days. The aim will be to resolve the matter as speedily as possible. However, if families are not satisfied with the result at stage 2 they can request (within 10 school working days of getting their response) that the incident be investigated at stage 3. Families will need to tell the school why they are still not satisfied and what they expect from an investigation at stage 3.

### **Stage 3 – Complaint heard by Headteacher**

If the matter has not been resolved at Stage 2, the headteacher will arrange further investigation. Following the investigation, the headteacher will normally give a written response within 10 school working days.

If families are dissatisfied with the result at stage 3, they have 10 days to formally let the school know they would like the matter to be investigated at stage 4.

### **Stage 4 – Complaint heard by the Governing Body's Complaints Appeal Panel**

If the matter has still not been resolved at Stage 3, then families should write to the Chair of Governors giving details of the complaint. The Chair or a nominated Governor will convene a complaints panel. The hearing will normally take place within 10 school working days of the receipt of the written request for Stage 4 investigation.

The aim of the Appeal panel hearing is to impartially resolve the complaint and to achieve reconciliation between the school and the complainant. All parties will be notified of the Panel's decision in writing within three school working days after the date of the hearing.

### **SEND Pupils**

Where the complaint involves a SEND pupils, parents may decide to raise the concern (stage 1) with the SENDCo (Ms P. O'Dwyer).

### **Complaints Against the Leadership of the School**

In cases where the matter concerns the conduct of the headteacher, the head teacher and Chair of Governors will be informed of the complaint. The Chair will arrange for the matter to be investigated. In cases where the matter concerns the conduct of a member of the Governing Body the member will be informed of the complaint.

**The Governors appeal hearing is the last school-based stage of the complaints process.**

For general advice and guidance about the school's complaints procedure please contact Manchester Management Support service on 0161 234 7137.

If you are a Governor, please contact Manchester Governor Support Service on 0161 234 7020.

For further information about school complaints, visit [www.governor.net.co.uk](http://www.governor.net.co.uk)

**Complaint Form**

**Please complete and return to the Headteacher who will acknowledge receipt and explain what action will be taken.**

**Your name:**

**Pupil's name:**

**Your relationship to the pupil:**

**Address:**

**Postcode:**

**Day time telephone number:**

**Evening telephone number:**

**Please give details of your complaint.**

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

**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:**