

**Moss Hey Primary School  
Complaints Policy**



**Agreed: Autumn 2016  
Review: Autumn 2019**

Moss Hey School encourages open dialogue with parents. We place a great emphasis on early intervention and resolution of concerns or complaints through partnership working. Early informal discussions with the class teacher are very important.

There are many ways to contact your child's teacher;

You can:-

- meet with your child's teacher either before or after school
- make an appointment for a more mutually convenient time
- ask to speak to them on the phone
- send an e-mail
- send a letter
- put a note in the reading journal

To encourage a shared approach and confidence in the school Moss Hey Primary School has adopted the Stockport LA Complaints Procedures.

There are four stages to the complaints process; two informal and two formal. **However, as a school we hope that issues can be resolved, because:**

Sadly we live in a time when many schools, businesses and public services generally report an increase in disrespectful, angry, or even abusive incidents.

We have an extremely close emotional bond with our children and it is very hard for everyone to stay calm when they are angry or upset.

Yet we know from long experience that complaints or disputes become so much harder to deal with when emotion and especially anger takes control.

In this school we will all do everything we can to:

- Listen....to the issue or complaint
- Enquire....into what exactly happened
- Act....appropriately at all times
- Reflect....on how the matter might be resolved and....
- Never, ever forget the importance of maintaining positive relationships

This is our policy. It is what we believe in. We will stick to it.

EVERYONE in this school is expected to follow our policy at all times.

**INFORMAL RESOLUTION STAGE**

**Stage 1** To the school

**Stage 2** Chair of Governors or Local Authority

## **FORMAL APPEALS STAGE**

**Stage 3** Appeals to Governing Body

**Stage 4** Appeals to the Local Authority –Process

Secretary of State or Local Government Ombudsman

### ***Stage 1: - Informal Resolution through School***

(If the concern or complaint is not resolved through informal discussions)

Parents should contact the appropriate member of staff verbally, by telephone, in writing or e-mail to arrange a meeting.

At this stage:

- Parents are made fully aware of the complaints procedure
- The nature of the complaint or concern will be clarified through discussion
- Note is made of any agreed action

### ***Involvement of Headteacher***

If a parent remains dissatisfied then the matter is referred to the headteacher who will investigate the matter further.

### ***Stage 2***

#### ***Involvement of Governors***

The majority of complaints made to the Governors have already been through the initial school stage. However if the complaint is received which has not allowed the school the opportunity to address the concern; the parent will be directed to the school.

When a parent remains dissatisfied with the school's response at Stage 1 the complaint progresses to Stage 2. This stage offers a further opportunity for achieving conciliation between the parties through informal discussion.

Parents should contact the Chair of Governors by letter detailing their concerns or complaint.

The chair of Governors will:

- Respond within 10 school days of receipt of the letter.
- Provide an opportunity for the parent to meet with him or her to supplement information.
- Investigate the complaint and subsequently write to the parent outlining the results of the investigation and what actions, if any, will be taken.

If a parent remains dissatisfied, then they have the right to appeal to the Governing Body's Complaints Panel.

#### ***Local Authority Involvement***

If at this stage the parent or governing body approach the LA for a resolution to their concerns the LA will work with all parties to help bring about a resolution to the matter.

### **Stage 3**

If following Stage 1 and 2 a parent remains dissatisfied, they can proceed to the formal appeal stage of the process. This is the final stage of the **School's** complaint procedure.

Parents who wish to appeal to the Governing Body Panel should do this within a maximum of 15 days of receipt of the response letter from the Chairperson at Stage 2.

The complaints panel is comprised of governors who have had no significant involvement with the complaint.

The Chairperson will inform the Governor Support Officer (SGO)

The two forms of appeal would be dealt with as either reconsideration or a review

**Reconsideration:** - The Governing Body Complaints Panel looks afresh at the matter.

If the matter falls within the Headteacher's decision making remit then the panel only have the power to review the decision.

**Review:** - The panel will assess whether the decision or action made at Stage 2 was unreasonable.

Within 5 school days of receipt of the request to proceed to Stage 3 the Governor Support Officer (SGO) will write and inform the parent, headteacher, any relevant witnesses, and members of the panel of the date, time and place of the meeting.

The complaint must be heard by the panel within 20 school days of the panel receiving the letter of complaint.

A report, signed by the chairperson will be sent to the parent and headteacher within 15 school days of the meeting.

This is as far as the school's general complaints procedure goes.

Should a parent be dissatisfied with the appeal to the Governing Body Panel they should inform the LA of their wish to evoke Stage 4 of the complaints process within 15 school days of the receipt of report from the Stage 3 Complaints Panel meeting.

### **Stage 4**

#### **Appeal to Local Authority**

Once receiving the notification the LA should acknowledge receipt within 5 school days and seek to arrange meetings with the concerned parties at the earliest opportunity.

Once the meeting has taken place the LA will respond to the parent within 20 school days from the date of the final meeting.

Parents are advised of their right to appeal to the Secretary of State or Local Government Ombudsman (LGO) if appropriate.

#### **Withdrawal of complaints**

Parents can withdraw a complaint at any stage by notice, preferably in writing.

#### **Complaints against the headteacher**

Procedures involving complaints against the headteacher are detailed in Annexe 2 of the Stockport LA Complaints Resolution Procedure and Guidance Document.

A full copy of the Stockport LA Complaints Resolution Procedure and Guidance Document is available on request from school.