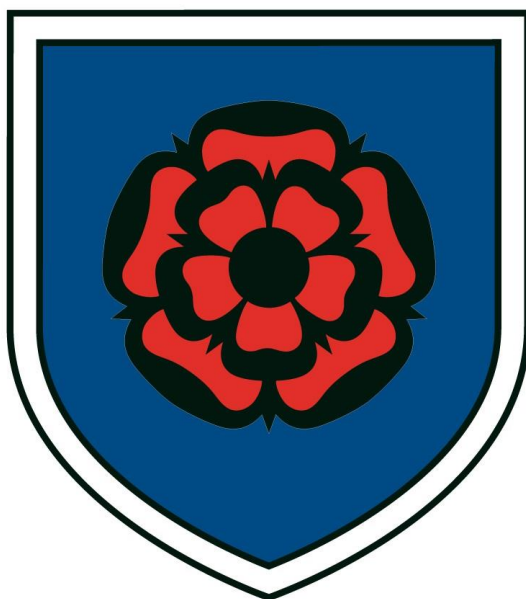
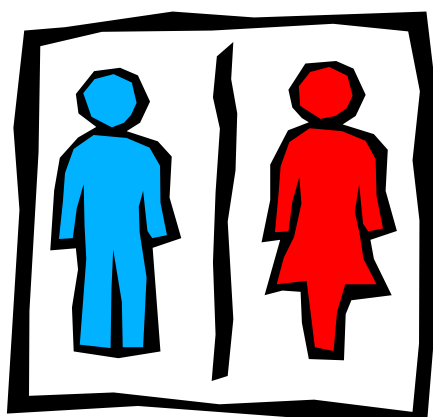


Mossfield Primary School



Complaints Policy



Mossfield School Complaints Procedure

Raising Concerns and Resolving Complaints

From time to time parents, and others connected with the school, will become aware of matters which cause them concern. To encourage resolution of such situations the Governing Body has adopted a "General Complaints Procedure".

The procedure is devised with the intention that it will:

- Usually be possible to resolve problems by informal means
- Be simple to use and understand
- Be non-adversarial
- Provide confidentiality
- Allow problems to be handled swiftly
- Address all the points at issue
- Inform future practice so that the problem is unlikely to recur.

Full details of the procedure are contained in this policy.

General Principles:

- An anonymous complaint will not be investigated under this procedure unless there are exceptional circumstances.
- To allow for a proper investigation, complaints should be brought to the attention of the school as soon as possible. Any matter raised more than 3 months after the event being complained of will not be considered, save in exceptional circumstances.
- Investigation of any complaint or review request will begin within 10 school days of receipt of the same, save in exceptional circumstances. The investigation will be completed as soon as reasonably practicable.

Raising a complaint or concern

Informal Stage

The complainant is normally expected to arrange to communicate directly with the member of staff concerned. This may be by letter, by telephone or in person by appointment.

If your child has a special educational need, and your complaint is with regards to the support that the school provides in relation to this, please communicate directly with the school SENCO. If your concern or complaint is not resolved at this stage, please speak to the headteacher.

Many concerns can be resolved by simple clarification or the provision of information and it is anticipated that most complaints will be resolved by this informal stage.

In the case of serious concerns it may be appropriate to address them directly to the Head Teacher (or the Chair of Governors, if the complaint is about the headteacher)

Formal Stage

If your concern or complaint is not resolved at the informal stage, you may choose to put the complaint in writing and pass it to the Head Teacher, who will be responsible for it being investigated appropriately.

If the complaint is specifically about the head teacher, your complaint should be passed to the School Office Manager, marked clearly for the attention of the chair of the governing body.

A complaint form is provided to assist you, attached to this policy.

You should include details which might assist the investigation, such as names of potential witnesses, dates and times of events, and copies of relevant documents.

It is very important that you include a clear statement of the actions that you would like the school to take to resolve your concern. Without this, it is much more difficult to proceed.

Please pass the completed form, in a sealed envelope to the school office. The envelope should be addressed to the head teacher, or to the chair of the governing body, as appropriate.

The head teacher (or chair of governors) may invite you to a meeting to clarify your concerns and to explore the possibility of an informal resolution, if this has not already been attempted at the informal stage of this policy.

If you accept that invitation, you may be accompanied by a friend, if you wish, to assist you in explaining the nature of your concerns.

If not, arrangements will be made for the matter to be fully investigated, using the appropriate procedure.

In any case you should learn in writing, usually within 10 days of the [school](#) receiving your formal complaint, of how the school intends to proceed. This notification should include an indication of the anticipated timescale.

Any investigation will begin as soon as possible and when it has been concluded, you will be informed in writing of its conclusion.

If you are not satisfied with the manner in which the process has been followed, you may request that the governing body reviews the process followed by the school, in handling the complaint.

Any such request must be made in writing to the chair to the governing body, within 10 school days of receiving notice of the outcome, and include a statement specifying any perceived failures to follow the procedure. The procedure described below will be followed.

The request for a review can be handed in at the school office, who will pass it on to the chair of governors.

Review Process

Any review of the process followed by the school will be conducted by a panel of 3 members of the governing body. This will usually take place within 10 school days of receipt of your request.

It will be confined to a review of the process that has been followed by the original investigation panel in order to verify whether the school policy and procedure has been adhered to. Any review request that is based solely on general dissatisfaction with the original investigation panel's outcome, rather than any identified failure to deal with a complaint according to procedure, will be dismissed.

The review will normally be conducted through a consideration of written submissions, but reasonable requests to make oral representations should be considered sympathetically.

A 'Request for a Procedural Review of a Previous Complaint' form is provided to assist you, attached at the end of this policy.

Any review will begin as soon as possible and when it has been concluded, you will be informed in writing of its conclusion.

Mossfield School Complaint Form

Please complete this form and return it to Head Teacher or School Office Manager who will acknowledge its receipt and inform you of the next stage in the procedure.

Your name:

Relationship with school [e.g. parent of a pupil on the school's roll]:

Pupil's name [if relevant to your complaint]:

Your Address:

Daytime telephone number:

Evening telephone number:

Email Address

Please give concise details of your complaint, [including dates, names of witnesses etc...], to allow the matter to be fully investigated.:

You may continue on separate paper, or attach additional paperwork, if you wish.

Number of additional pages attached =

What action, if any, have you already taken to try to resolve your complaint? [i.e. who have you spoken with or written to and what was the outcome?]

What actions do you feel might resolve the problem at this stage?

--

Signature:

Date:

School use: Date Form received: Received by: Date acknowledgement sent: Acknowledgement sent by:
--

Complaint referred to:			
Date:			

Mossfield School Request for a Procedural Review of a Previous Complaint

Please complete this form and return it to Head Teacher or School Office Manager who will acknowledge its receipt and inform you of the next stage in the procedure.

Your name:

Relationship with school [e.g. parent of a pupil on the school's roll]:

Pupil's name [if relevant to your complaint]:

Your Address:

Daytime telephone number:

Evening telephone number:

Email Address

Dear Sir,

I submitted a formal written complaint to the school on

I am dissatisfied by the procedure which has been followed.

I am dissatisfied with the way in which the procedure was carried out, because-

You may continue on separate paper, or attach additional paperwork, if you wish.

Number of additional pages attached =

What actions do you feel might resolve the problem at this stage?

Signature:

Date:

School use:
Date Form received:
Received by:
Date acknowledgement sent:
Acknowledgement sent by:

Complaint referred to:			
Date			

Created

Reviewed

Review

Autumn 2016

Autumn 2023

Autumn 2026