



COMPLAINTS PROCEDURE
POLICY (SHORTENED VERSION)



MOAT PRIMARY SCHOOL

Complaints Procedure Policy

(shortened version)



This school seeks to be a 'Listening School' and will do its best to enable parents/guardians to feel confident to raise issues and concerns with appropriate staff. The policy aims to facilitate the school in helping to provide services to the highest standard and reflect on the values associated in the mission, vision and aims of the school. The policy provides a mechanism within which issues can be identified quickly and effectively addressed.

Confidentiality

All concerns and complaints will be treated with discretion. It is vital that parents/guardians feel confident that their complaint will not penalise their child. However, a complainant will need to be aware that some information will have to be shared with those involved in order that the complaint can be investigated. We recognise that comments/complaints are useful to the school because they allow it to monitor, evaluate and review its service in pursuit of continuous improvement.

The school will not investigate anonymous complaints, unless deemed by the school to be of a serious nature. Anonymous complaints may be investigated where they relate to alleged Child Protection matters or alleged financial impropriety. This will be at the discretion of the school.

AIMS

In operating this Complaints Procedure we aim to:

- ✚ encourage resolution of problems by informal means wherever possible;
- ✚ allow swift handling of a complaint within established time-limits for action;
- ✚ keep people informed of progress;
- ✚ ensure a full and fair investigation;
- ✚ have due regard for the rights and responsibilities of all parties involved;
- ✚ respect confidentiality;
- ✚ fully address all aspects of a complaint and provide an effective response and appropriate redress, where necessary; and
- ✚ in the interest of continuous improvement, provide relevant information to the School's Senior Management Team and Board of Governors.

Your rights as a person making a complaint

In dealing with your complaint we will ensure that you receive:

- ✚ fair treatment;
- ✚ courtesy;
- ✚ a timely response;
- ✚ accurate advice;
- ✚ respect for your privacy – complaints will be treated as confidentially as possible allowing for the possibility that we may have to consult with other appropriate parties about your complaint; and
- ✚ reasons for our decisions.

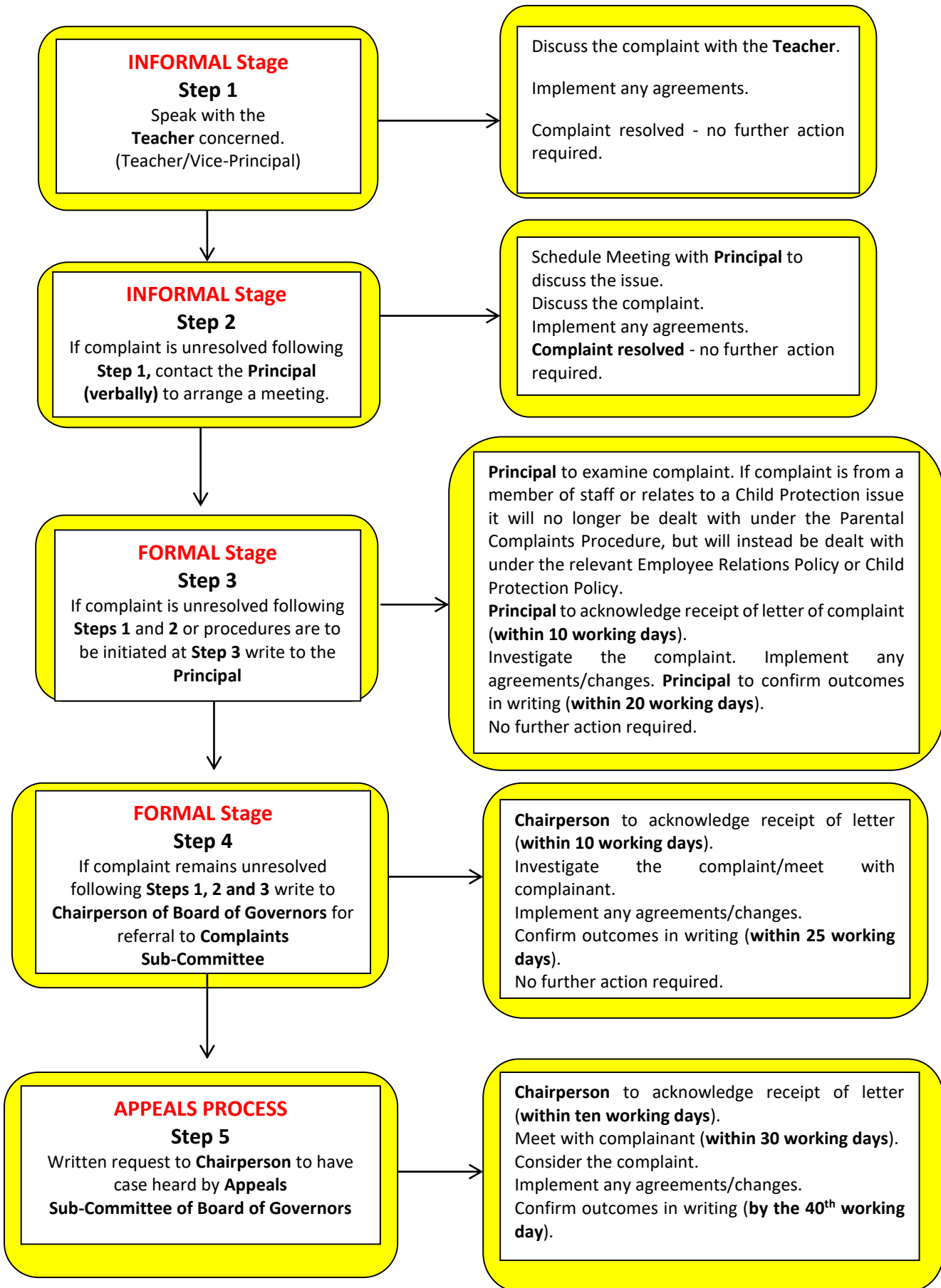
Where the complaint is upheld we will acknowledge this and address the complaint you have raised. If, after investigation, it is judged there are no grounds for your complaint, you will be advised accordingly.

In making your complaint we would expect that you:

- ✚ raise issues in a timely manner; treat our staff with respect and courtesy;
- ✚ provide accurate and concise information in relation to the issues you raise; and
- ✚ use these procedures fully and engage with them at the appropriate levels.

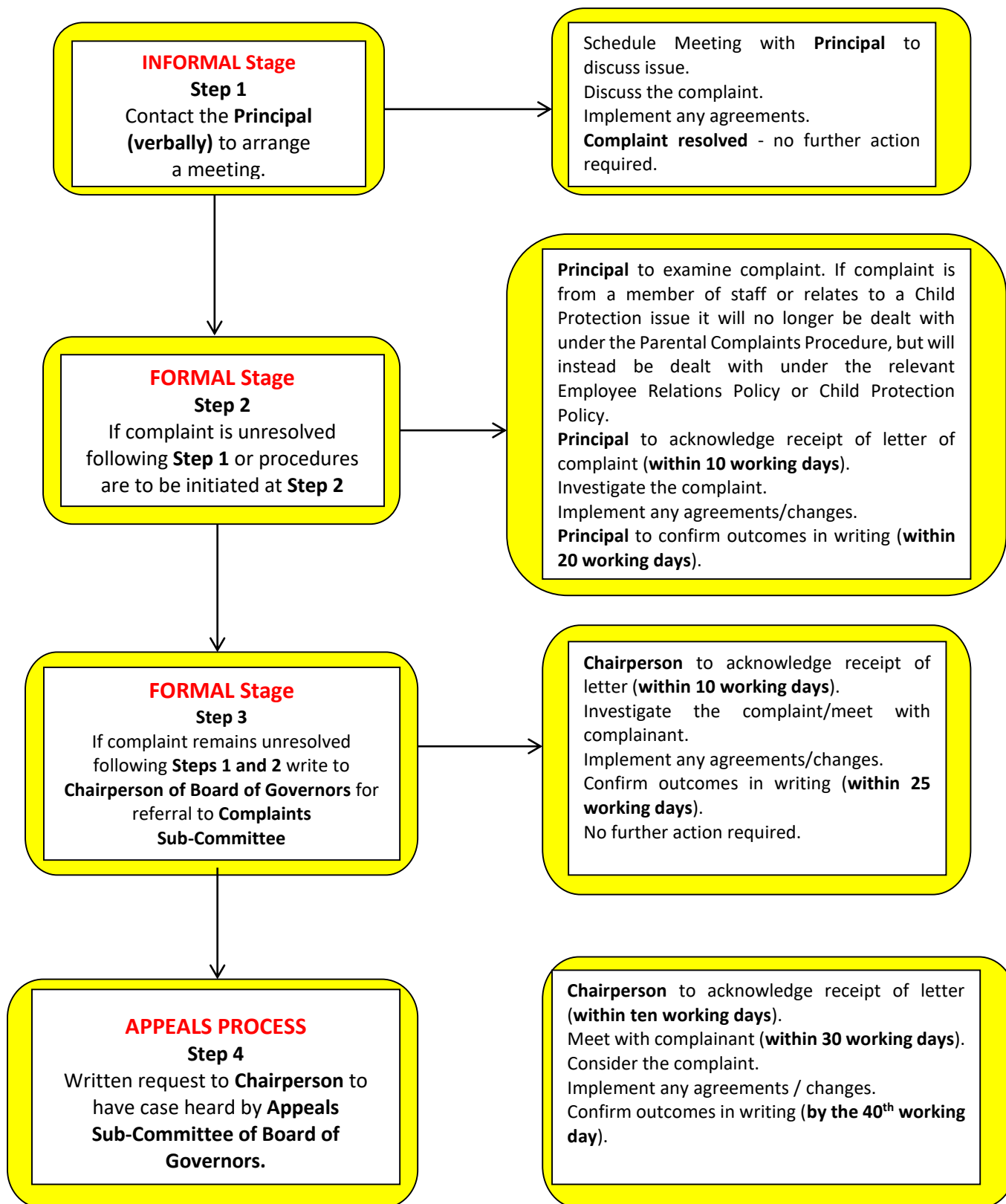
Making a complaint about a Teacher (other than the Principal)

(with timescales for responses)



Making a Complaint about a Member of the School's Support Staff

(with timescales for responses).



Making a complaint about the Principal *(with timescales for responses)*

FORMAL Stage

Step 1

Write to **Chairperson of Board of Governors** for referral to **Complaints Sub-Committee**

Chairperson to examine complaint. If complaint is from a member of staff or relates to a Child Protection issue it will no longer be dealt with under the Parental Complaints Procedure, but will instead be dealt with under the relevant Employee Relations Policy or Child Protection Policy.

Chairperson to acknowledge receipt of letter (**within 10 working days**).

Investigate the complaint/meet with complainant.
Implement any agreements/changes.
Confirm outcomes in writing (**within 25 working days**).

No further action required.

APPEALS PROCESS

Step 2

Written request to **Chairperson** to have case heard by **Appeals Sub-Committee of Board of Governors**

Chairperson to acknowledge receipt of letter (**within 10 working days**).

Meet with complainant (**within 30 working days**).

Consider the complaint.

Implement any agreements/changes.

Confirm outcomes in writing (**by the 40th working day**).