



# Molescroft Primary School Complaints Policy

Reviewed August 2016, October 2020, March 2023

## 1. INTRODUCTION

We try very hard to meet our targets and to uphold the policies, aims and procedures described in the school's Prospectus. We recognise that on some occasions, things do not go to plan and that Parents/ Carers may feel the need to question actions, have a concern and possibly need to complain.

## 2. THE DIFFERENCE BETWEEN A CONCERN AND A COMPLAINT

A 'concern' may be defined as '*an expression of worry or doubt over an issue considered to be important for which reassurances are sought*'. A complaint may be generally defined as '*an expression of dissatisfaction however made, about actions taken or a lack of action*'.

It is in everyone's interest that complaints are resolved at the earliest possible stage. Many issues can be resolved informally, without the need to invoke formal procedures. Molescroft Primary School will take informal concerns seriously and make every effort to resolve the matter as quickly as possible.

There are occasions when complainants would like to raise their concerns formally. In these cases, the school's formal procedure will be invoked through the stages outlined below.

## 3. WHO CAN MAKE A COMPLAINT

Any person, including members of the general public, may make a complaint about any provision of facilities or services that a school provides, unless separate statutory procedures apply (such as exclusions or admissions).

- A complaint may be made in person, by telephone, or in writing;
- In order to prevent any later challenge or disagreement over what was said, brief notes of meetings and telephone calls will be kept and a copy of any written response added to the record.

## 4. FIRST STEP

Anyone who has a concern about a school should take it up with the school directly. Concerns will be taken seriously and the school will try to deal with it informally and as quickly as possible. In some circumstances, however, if a concern cannot be resolved, it should then be dealt with through the school's formal complaints procedure.

## 5. THE RANGE OF THIS POLICY

The complaints procedure is to be used for dealing with most complaints, but there are some complaints that are outside the remit of the school's complaints procedure, for example, staff grievance or disciplinary matters.

## 6. THE COMPLAINTS PROCEDURE

- Most concerns can be quickly resolved by talking to the teacher or member of staff involved. To do this the complainant can contact the school to arrange a time to meet with the person concerned and discuss the problem.
- If the complainant cannot resolve the matter directly with the person concerned, the complainant should take it up with the Assistant Head teacher responsible for the Key Stage. Again, the complainant can do this by contacting the school and arranging an appointment. It would be helpful if the complainant could put his or her concerns in writing and let the Assistant Head teacher see them before they meet so that he or she is able to look into the matter and inform you of the situation at the meeting.



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- If it is not possible to resolve the matter at this point, the complainant should take it up with the Head teacher. Again, the complainant can do this by contacting the school and arranging an appointment. It would be helpful if the complainant could put his or her concerns in writing and let the Head teacher see them before the meeting so that he is able to look into the matter and inform the complainant of the situation at the meeting.
- **In a small number of cases, the matter may not be resolved even with the involvement of the Head teacher.** When this happens, the complaint should be directed to the Chair of the Governing Body. In most cases, this means putting the complaint in writing to the Chair of Governors and sending it to him/her through the School. The Chair of Governors will then contact the complainant.
- If the complainant does not discuss the matter with the Head teacher, it is not normally possible to proceed further with the official complaints procedure. In this circumstance, the complainant should also put his or her complaint in writing, stating the reasons why he or she has not discussed it with the Head teacher, and send it to the Chair of Governors.
- If the complaint cannot be resolved by the involvement of the Chair of Governors, the complainant can ask for the complaint to be considered by the Governing Body's own Complaints Committee. The complainant will then be informed in writing of the timescale for investigation, the process of this investigation and of the outcome. All complaints will be treated with respect and as confidential beyond those directly involved.
- The School's Senior Management team will be informed if, as the result of a complaint, a change is required to school policy or practice.

## 7. THE ROLE OF THE LOCAL AUTHORITY

- The Local Authority does not investigate complaints about schools. If a complaint is made either in writing or verbally to the Director Children, Families, and Schools or to any officer of the Local Authority, the Governing Body of the school is made aware of the complaint and is requested to deal with it through their adopted procedure.

## 8. IF YOU ARE NOT SATISFIED

If the complainant is not satisfied with the outcome of the investigation, the complainant can then make this known to the Secretary of State for Education online at [Department for Education \(external website\)](#)

Further information can be obtained from the School Complaints Unit National Helpline on 0370 000 2288. The School Complaints Unit will not re-investigate the substance of the complaint but will examine if the complaints policy and other relevant policies were followed in accordance with the provisions set out and that they adhere to education legislation.