



**MATTHEW MOSS
HIGH SCHOOL**
Learning for Life

Policy No.: 10

Policy: Complaints Procedure

Review Date: June 2017

Policy Name: Complaints Procedure

Nominated Lead Member of Staff: Headteacher

Review Cycle: 2 Years

Authorisation: Headteacher

Review Date: June 2017

COMPLAINTS POLICY

We very much hope that you and your child will be very happy at Matthew Moss High School, and that any concerns that may arise are dealt with swiftly by our staff. However, we recognise that there may be an occasion when you are not entirely happy with an aspect of the service that we provide, and that you want the school to deal with your concern through a more formal process. This policy sets out what the school will do if you wish to raise that concern informally, or make a formal complaint.

1. Rationale

- 1.1 Each school is legally required to have written procedures for dealing with complaints about the curriculum, admissions, exclusions and special educational needs in relation to learners. (Education Act 2002. Sect. 29)
- 1.2 In the case of staff, they are likewise required to have formal procedures for dealing with matters of discipline, grievance and professional competence. The scope of this procedure is to put in place arrangements for dealing with other general complaints, whether from individuals or groups.

2. Aims

- 2.1 To ensure that all complaints are handled with care and sensitivity.
- 2.2 To seek, as far as possible, to settle differences informally.
- 2.3 To ensure that all complaints are handled fairly and consistently within an appropriate time frame.
- 2.4 To ensure that **undue delay does not exacerbate the situation.**
- 2.5 To provide more formal arrangements for dealing fairly and effectively with complaints that have proved impossible to settle informally.
- 2.6 To respect people's desire for confidentiality.
- 2.7 To provide parents/carers, staff and governors with agreed mechanisms for dealing with complaints.

3. The Procedure

3.1 Stage 1: Informal

- 3.1.1 The vast majority of concerns and complaints can usually be resolved informally. In the first instance, all complaints should be made to the Form Tutor/Head of Family. If your concern is of a sufficiently serious nature, you should make an appointment to discuss with the Headteacher They will ensure that an independent investigation is carried out. This may be delegated to another member of staff when, in the Headteacher's opinion, this would be more appropriate.

- 3.1.2 The staff member dealing with the concern must ensure that the parent/carer is clear what action (if any) or monitoring of the situation has been agreed, putting this in writing if this seems the best way of making things clear. Agreed actions and timescales must be recorded.
- 3.1.3 Any complaint against the Headteacher should normally be made to the appropriate Governing Body. C/O Matthew Moss High School, Matthew Moss Lane, Marland, Rochdale, OL11 3LU
- 3.1.4 In most cases, it is anticipated that complaints will be resolved immediately but where this is not possible, and if not already done so, a written, formal complaint should be made to the Headteacher.

3.2 Stage 2: Formal

- 3.2.1 At this stage it has become clear that the concern is a definite complaint.
- 3.2.2 The Headteacher will reply to the complainant immediately, in writing, to acknowledge receipt of the complaint.
- 3.2.3 The Headteacher will meet with the complainant no later than 10 working days after the receipt of the complaint, to inform the complainant of the outcome of the investigation.
- 3.2.4 The Headteacher will keep written records of all meetings, telephone conversations and any other documentation, which will be held securely on the School premises.
- 3.2.5 Where the matter has not been settled to the satisfaction of the complainant, he/she will be informed, at the meeting, of the opportunity to make representation to the Governing Body.
- 3.2.6 Where relevant, findings and recommendations may also be sent to the person complained about.

3.3 Stage 3: Review by the Governing Body

- 3.3.1 Formal complaints to the Governing Body should be addressed to the Chair of Governors C/O Matthew Moss High School, Matthew Moss Lane, Marland, Rochdale, OL11 3LU.
- 3.3.2 The Chair of Governors will call a meeting of the Complaints Committee within fifteen (15) working days, ensuring that all members of the Committee have no prior knowledge of the matter. One member of the panel will be independent from the management and running of the School.
- 3.3.3 The Committee will make sure that:
- All parties to the complaint are given a fair hearing.
 - Any written evidence is made available before the hearing to the respective parties.

- None of the parties is, at any time, alone with any member of the Committee.
- 3.3.4 The decision of the Committee will be given to the complainant in writing and to the Headteacher within five (5) working days of the meeting taking place. The letter to the complainant should explain how a further appeal can be made, and if so, to whom.
 - 3.3.5 The School should ensure that a copy of all correspondence and notes are kept on file in the School's records. These records should be kept separately from the learner's/learner's personal records.
 - 3.3.6 The summary of the complaint should only be reported to the whole Governing Body when the matter has been concluded.
 - 3.3.7 Governors taking up a complaint on behalf of an individual or group cannot take part in any formal hearing.
 - 3.3.8 Individual complaints should not be raised at full meetings of the Governing Body but should be dealt with through this procedure.
 - 3.3.9 The Complaints Committee should not seek to resolve complaints where it has no jurisdiction, e.g. allocation of learners/learners to classes or teaching groups. This responsibility rests with the Headteacher.

The complainant will be notified in writing of the panel's decision, usually within 5 working days. The letter will confirm the end of the school's and governing body's involvement with the complaint. The complainant should be advised the local authority has no role unless the complaint relates to a service provided by the local authority.

If the complainant is not satisfied with the decision they can put their complaint to the Department for Education via their school website complaints form on their website (<https://www.gov.uk/complain-about-school/college>).

Linked Policies:

Capability and Appraisal of Staff

Data Protection

Freedom of Information

Equality Information and Objectives

Staff Discipline, Conduct and Grievance



Appendix 1

Complaint Form

Complainant's Name :	
Learner's Name:	
Complainant's Relationship to Learner:	
Address of Complainant:	
Postcode:	Daytime Tel:
Mobile:	E-mail:
Please give details of your complaint:	
What action, if any, have you already taken to try to resolve your complaint. (Who did you speak to, when 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.

Signed:

Date:

Official Use:

Data acknowledgement sent:

By who:

Complaint referred to:

Date: