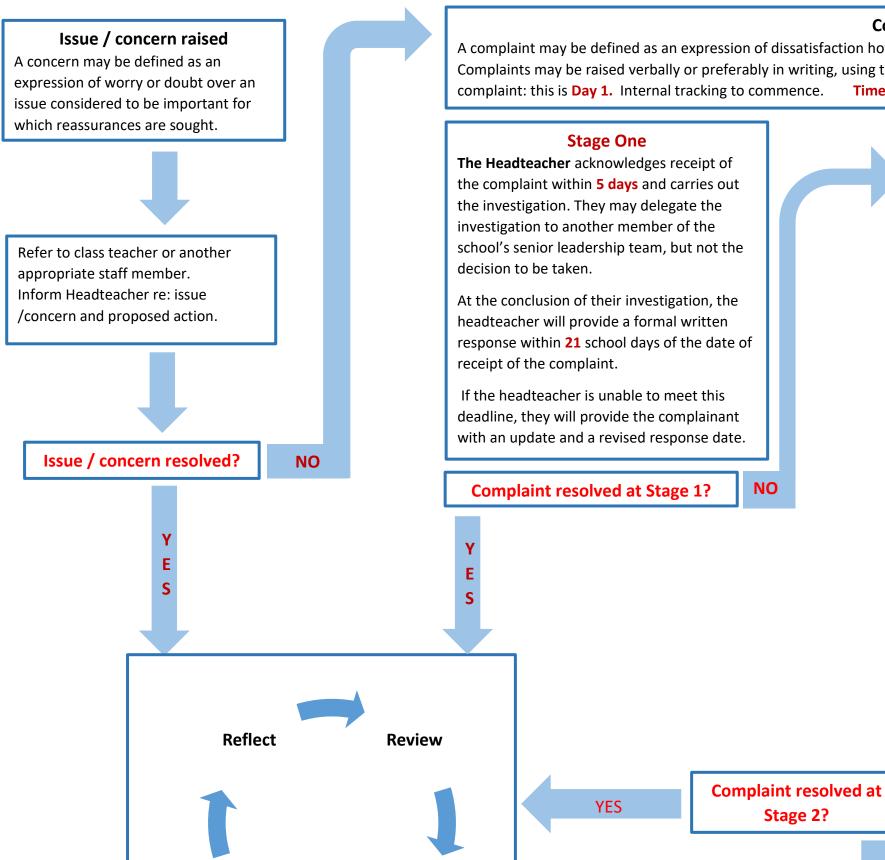
### **Moorside Primary School and Nursery**

# Complaint Procedure based on the adopted procedure from Department for Education published in April 2019



? need for

change

Adapt

### **Complaint raised**

A complaint may be defined as an expression of dissatisfaction however made, about actions taken or a lack of action.

Complaints may be raised verbally or preferably in writing, using the template from the complaint procedure. When the office receives the complaint: this is **Day 1.** Internal tracking to commence.

Time-frames - all days are school working days

## **Stage Two**

A request to escalate to Stage 2 must be made to the Clerk, via the school office, within 7 school days of receipt of the Stage 1 response.

This is also the procedure if the complaint is about the Headteacher. The Clerk will begin the tracking of the complaint and acknowledge receipt within 5 school days.

#### This is the final stage of the complaint's procedure

The Clerk will convene the governing board's complaints committee. The Clerk will write to the complainant to inform them of the date of the meeting. They will aim to convene a meeting within 20 school days of receipt of the Stage 2 request. If this is not possible, the Clerk will provide an anticipated date and keep the complainant informed.

The committee will decide whether to deal with the complaint, by inviting parties to a meeting or through written representations. In making their decision they will be sensitive to the complainant's needs.

If the complaint is:

- jointly about the Chair and Vice Chair or
- the entire governing body or
- the majority of the governing body

Stage 2 will be heard by a committee of independent co-opted governors.

Complaints about staff conduct will not generally be handled under this complaint's procedure. Complainants will be advised that any staff conduct complaints will be considered under staff disciplinary procedures, if appropriate, but outcomes will not be shared with them.

The committee will also not review any new complaints at this stage or consider evidence unrelated to the initial complaint to be included. New complaints must be dealt with from Stage 1 of the procedure.

The Chair of the Committee will provide the complainant and Moorside Primary School and Nursery with a full explanation of their decision and the reason(s) for it, in writing, within 5 school days.

N O The complainant can refer their complaint to the Department for Education online at: <a href="https://www.education.gov.uk/contactus">www.education.gov.uk/contactus</a>, by telephone on: 0370 000 2288 or by writing to: Department for Education, Piccadilly Gate, Store Street Manchester. M1 2WD.