



# MORDA C of E PRIMARY SCHOOL

Document Type: POLICY DOCUMENT

Title: COMPLAINTS POLICY

Reference:	GEN-01	Version:	2	Page 1 of 3	
Prepared By:	Chair of Governors	Approved By:	Head Teacher		
Reviewed and Confirmed by Governing Body:		20-Jan-21	Issue Date:	8-Mar-18	

## REVISION HISTORY

Version	Issue Date	Summary
1	1-06-2016	First Issue in New Format
2	8-Mar-18	Change of Review 8.0

### 1. SCOPE

It is in the best interests of Morda Primary School (MPS) and its pupils that any concerns and complaints which arise are dealt with in a structured, timely and appropriate manner. All concerns and complaints will be:-

- ✓ Dealt with in a fair, open and responsive manner
- ✓ Dealt with in an appropriate timescale

MPS acknowledges that a willingness to listen to valid comments and criticisms, and to act on any subsequent findings, presents an opportunity for improvement in school practices. The Complaints procedure has an informal phase, which may be activated in person or over the telephone, and a progressive, formal phase.

### 2. INFORMAL COMMENTS AND CONCERNS

There will be occasions when a person with an interest in MPS may raise a concern with a member of staff directly. In many cases the member of staff will be able to resolve the concern immediately to the satisfaction of the person making the comment. However, should this not be the case the staff member must involve a member of the Senior Leadership Team (SLT) to progress the comment. At this stage the matter will still be considered as informal. Should no resolution be possible the member of the SLT will escalate the matter to the formal stage of the Complaints Process.

### 3. COMPLAINTS TRIAGE

All comments, concerns and complaints received shall be reviewed by the Head Teacher and the Chair of the Complaints committee within 10 days of receipt. The purpose of this process is to identify valid concerns and complaints and to move them into the formal review process. Where a comment is deemed to be trivial, irrelevant, malicious or vexatious the comment shall be processed immediately and suitable action taken to terminate the comment.



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Where the complaint is made against the Head Teacher, the Chair of the Complaints Committee shall meet with the complainant to review the complaint to establish if a speedy resolution is possible. Again, where a comment is deemed to be trivial, malicious or vexatious the comment shall be processed immediately and suitable action taken to terminate the comment. Should neither a speedy resolution or a termination be the case, the complaint will pass into the formal complaints process.

When a complaint is terminated the complainant will have the option to take the issue to the local authority, regional education commissioners or Ofsted. The Chair of the Complaints Committee must therefore be satisfied the complaint has no realistic chance of progressing through these routes. The local authority can provide support and advice in such cases.

## 4. FORMAL COMPLAINTS

- 4.1. **Review by the Head Teacher.** All persons who raise a concern or comment which has passed through the informal phase of this policy may ask for a meeting with the Head Teacher (or Deputy Head in the event of non-availability) to progress the matter. The Head Teacher will hear and review the comment and may make appropriate suggestions to resolve the matter. If the issue is not satisfactorily resolved, the Head Teacher will raise a formal complaint which will be recorded on the MPS Complaint Form. The Head shall acknowledge the complaint in writing to the complainant within 2 weeks of the complaint being raised.
- 4.2. **Review of Complaint by Complaints Committee.** The Complaints Committee shall be convened to meet each term to review complaints. However, additional meetings may be called where the nature of the complaint is sufficiently serious. Dependent upon the nature of the complaint the Complaints committee may invite the complainant to address the Committee directly. The Complaints Committee shall review each complaint and consider resolutions to the matter. These shall be documented on the Complaint Form. The Chair of the Complaints Committee shall write to the person who raised the complaint indicating the outcome of the review. Should the outcome not be satisfactory to the complainant the issue can be elevated to the Full Governors' meeting for deliberation.



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**4.3. Review by Full Governors.** In the event of the complaint being raised to a full Governors' Meeting, the matter shall be reviewed and considered. Following its conclusion, the Chair of Governors shall advise the complainant of the outcome of the review in writing.

## 5. UNREASONABLE, PERSISTENT, COMPLAINTS

There may be occasions when despite the process outlined above has exhausted all possible stages the complainant remains dissatisfied. Should the complainant try to re-open the issue the Chair of Governors has the option to write to them to advise that all procedures have been exhausted and the matter is now considered closed by MPS.

## 6. FURTHER RECOURSE TO LOCAL AUTHORITY

Where a complainant remains dissatisfied, and they can provide written evidence that the Governing Body of MPS acted unreasonably, the complainant has the right to request the Local Authority (LA) reviews the situation. It is anticipated the LA would only do so in very rare and serious cases.

## 7. COMPLAINT AGAINST THE HEAD TEACHER

Where the complaint relates to the Head Teacher and, subsequent upon the outcome of the Complaint Triage, the process will start at stage 4.2 above. The Chair of Governors will, in the first instance, invite the Head Teacher to respond to the complaint in writing within 2 weeks of the complaint being raised. If, in the opinion of the Chair of Governors the response is proportionate and sufficient the Chair shall communicate this to the complainant.

## 8. REVIEW

This policy shall be reviewed for adequacy at the spring meeting of the Governors' Policies Committee.