



Complaints Policy and Procedure 2017-20

Date Completed: Feb 2017

Written by: Charles Parfitt

Review: March 2020



Alma Park Primary School

Achievement Partnership Success

Purpose and Intent:

At Alma Park School we aim to do our best in every aspect of your child's education. The quality of our services does depend on the resources that we have available and how well we do our job.

The views of every member of the school community are valuable. We welcome:

- Suggestions or comments about what happens in school.
- Compliments when we do something well.
- Complaints when we do not achieve the standards that you expect

What you can expect from us:

- We aim to be very approachable – please speak to us about anything that you are pleased with or that is concerning you about school
- You will be consulted on your opinions about school in our regular Parent Surveys
- We aim to respond to any concern as soon as possible, ideally on the same working day. If this is not practical we will contact you the next working day.

Suggestions and Comments:

You can make suggestions and comment on our school by:

- Speaking to the member of staff concerned, either in person or by telephone
- Speaking to the Headteacher, Deputy Headteacher or one of our three Assistant Headteachers.
- Write to school outlining the issue. We will then contact you to discuss the matter. We aim to respond to any such letters on the day that the letter is received.

Compliments:

If you want to compliment us on any aspect of school life please use any of the steps above. Your compliment will be recorded and passed on to those concerned.

Complaints:

Should we fall short of your expectations and wish to make a complaint, you can do so by taking these steps:

1. Contact the person dealing with the problem and discuss the issue.
2. If your complaint is unresolved or you are still unhappy, contact the Headteacher, or in their absence the Deputy Headteacher or one of the Assistant Headteachers. This can be done by:
 - Speaking face to face if they are available, or by making an appointment with the school office
 - Telephoning school
 - Writing a letter
 - By email



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The majority of complaints can be resolved by discussing the matter with the class teacher or The Headteacher. If the complaint cannot be resolved in this way or is of a very serious nature, the matter will be referred to the Governing Body who will set up a Complaints Panel to respond to the problem. (see Making a formal complaint below) You will be advised of the procedure that will be followed at the time.

Making a formal complaint

- If your concern or complaint is not resolved at the informal stage and you wish to make the complaint formal you must put the complaint in writing and pass it to the Head Teacher, [or to the school office for the attention of the Chair of the Governing Body [if the complaint is about the Head Teacher] who will be responsible for ensuring that it is investigated appropriately.
- A Complaint Form is provided to assist you.
- You should include details which might assist the investigation such as names of potential witnesses, dates and times of events, and copies of relevant documents.
- It is very important that you include a clear statement of the actions that you would like the school to take to resolve your concern. Without this, it is much more difficult to proceed.
- Please pass the completed form in a sealed envelope to the Head Teacher or to the Clerk to the Governing Body, as appropriate.
- The Head Teacher [or Chair] may invite you to a meeting to clarify your concerns and to seek an informal resolution. If you accept that invitation, you may be accompanied by a friend, if you wish, to assist you in explaining the nature of your concerns.
- It is possible that your complaint will be resolved through a meeting with the Head Teacher [or Chair]. If not arrangements will be made for the matter to be fully investigated, using the appropriate procedure. In any case you should learn in writing, usually within 5 days of the school receiving your formal complaint, of how the school intends to proceed. This notification should include an indication of the anticipated timescale.
- Any investigation will begin as soon as possible and when it has been concluded, you will be informed of its conclusion.
- **If you are not satisfied with the manner in which the process has been followed, you may request that the Governing Body reviews the process followed by the school in handling the complaint. Any such request must be made in writing to the clerk to the Governing Body, within 10 school days of receiving notice of the outcome, and include a statement specifying any perceived failures to follow the procedure. The procedure described below will be followed. A Review Request form is provided for your convenience.**

Review Process

- Any review of the process followed by the school will be conducted by a panel of 3 members of the Governing Body. This will usually take place within 10 school days of receipt of your request.
- The review will normally be conducted through a consideration of written submissions, but reasonable requests to make oral representations should be considered sympathetically.
- The panel will first receive written evidence from the complainant.
- The panel will then invite representatives of the school [Usually the Head Teacher or the Chair of the Governing Body panel that has considered the matter], as appropriate, to make a response to the complaint.



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- The panel may also have access to the records kept of the process followed.
- You, and the school representative[s], will be informed in writing of the outcome, usually within 5 school days of the panel meeting.
- The matter will then be closed as far as the school is concerned.
- If you believe that the Governing Body has acted illegally or arbitrarily in handling the complaint, then you may make representations to the Secretary of State for Children, Schools and Families.

Useful Contacts.

Charles Parfitt – Headteacher

Karen Houghton – Deputy Headteacher

Monika Neall – Chair of Governors

Alma Park Primary School.

Errwood Road, Levenshulme Manchester, M19 2PF

Tel: 0161 224 8789

Fax: 0161 225 277

E-mail: admin@almapark.manchester.sch.uk



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Alma Park Complaint Form

Please complete this form and return it to the Head Teacher, who will acknowledge its receipt and inform you of the next stage in the procedure.

Name:	Relationship with Alma Park [e.g. parent of a pupil on Alma Park's roll]:
Address:	Pupil's name if relevant to your complaint]:
Daytime telephone number:	Evening telephone number:

Please give concise details of your complaint, [including dates, names of witnesses etc...], to allow the matter to be fully investigated.

You may continue on separate paper if you wish. Additional sheets attached: Yes/No



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What action, if any, have you already taken to try to resolve your complaint? [i.e. who have you spoken with or written to and what was the outcome?]

What actions do you feel might resolve this problem?

Signature:

Date:

Alma Park use

Date Form received:

Received by:

Date acknowledgement sent:

Acknowledgement sent by:

Complaint referred to:

Date:



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