



Muschamp Primary School

Complaints Policy & Procedures

At Muschamp Primary School the staff team work hard to provide the best possible education for our children and to build positive relationships with parents and families. We welcome suggestions for improving our work in school and regularly ask for parental feedback. Despite the best intentions, problems may sometimes arise. These are often the result of misunderstandings which can be quickly addressed. If you have a concern, please tell us about it as soon as possible, as it is difficult for us to investigate an incident or problem properly if it took place some time ago. We do appreciate the assistance we receive from parents in addressing any problems that arise. Most concerns can be resolved by speaking with your child's class teacher. When parents and teachers treat each other with mutual respect and support, this provides a very good role model for all our children.

If, having spoken to the class teacher, you still have concerns, you should then speak to the Headteacher or Deputy Head. The Headteacher or Deputy Head will investigate the problem and discuss the findings with you so that we can find a way forward together which serves the best interest of both the school and your child. In the unlikely event of the problem remaining unresolved, you can put your complaint in writing and, if necessary, could subsequently refer it to the Chair of Governors.

General Principles:

- The vast majority of complaints are resolved by informal contact.
- This procedure is intended to allow you to raise a concern or complaint relating to the school, or the services that it provides.
- To allow for a proper investigation, concerns, complaints should be brought to the attention of the school as soon as possible. In general, any matter raised more than 3 months after the event will not be considered.
- An anonymous concern or complaint will not be investigated under this procedure, unless there are exceptional circumstances.

Raising a concern or complaint

Informal Stage

It is normally appropriate to communicate directly with the member of staff concerned. This may be by letter, by telephone or in person by appointment. Many concerns can be resolved by simple clarification or the provision of information and it is anticipated that most complaints will be resolved by this informal stage.

In the case of serious concerns it may be appropriate to address them directly to the Headteacher or, if the complaint is about the Headteacher, to the Chair of the

Governing Body (the Chair of the Governing Body can be contacted via the school office).

Formal Stage

If your concern or complaint is not resolved at the informal stage you must put the complaint in writing and pass it to the Headteacher. If the complaint is about the Headteacher, address your letter of complaint to the Chair of the Governing Body, c/o the school office. The Headteacher (or Chair of Governors) will be responsible for ensuring that your complaint is properly investigated.

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 Headteacher or to the Chair of the Governing Body, as appropriate.

The Headteacher (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, to assist you in the nature of your concerns.

It is possible that your complaint will be resolved through a meeting with the Headteacher (or Chair). If not, arrangements will be made for the matter to be fully investigated, using the appropriate procedure. You should learn in writing, usually within 5 days of the school receiving your formal complaint, 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 in writing 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.

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 Headteacher or Chair of the Governing Body panel that has considered the matter), as appropriate, to make a response to the complaint.

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 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 Education.

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