



## **MURRAY PARK SCHOOL**

### **COMPLAINTS PROCEDURE**

Title of Policy	Complaints
Date of adoption	Spring 2022
Originator	Nicola Caley
Date of review	Spring 2025
Additional information	<p>This policy should be reviewed on a three year cycle by the Governors Finance, Personnel and General Purposes Committee.</p> <p>Please also refer to Complaints - GDPR DPA Policy</p>

***Throughout this policy the term Parents refers to Parents/Carers***

## MURRAY PARK SCHOOL

### COMPLAINTS PROCEDURE

The Secretary of State requires all governing bodies to have procedures for considering complaints about the school curriculum as well as other related matters, to be known as General Complaints (excluding GDPR & DPA complaints).

In addition to General Complaints, parents may make complaints with regard to the curriculum if they believe that the school is failing to:-

- ✓ Provide the National Curriculum in the school
- ✓ Follow the law on charging for school activities
- ✓ Offer only approved qualifications or syllabuses
- ✓ Provide Religious Education and daily collective worship
- ✓ Provide the information that they have to provide
- ✓ Carry out any other statutory duty relating to the curriculum

The governing body has adopted a policy for all complaints and these procedures are outlined below. The governing body expects all issues to be resolved at the earliest possible stage without the need for formal procedures and believes that a good working relationship between staff, students and parents is a key factor for young people to be successful.

1. In the first instance any concerns should be raised through informal discussion with the individual staff involved.
2. If this fails to resolve the matter, the issue should be raised with the appropriate member of the Senior Leadership Team. If the complaint is about a member of the Senior Leadership Team, the issue should be raised with the Headteacher. If the complaint is about the Headteacher, the issue should be raised with the Chair of Governors (Go to step 4 if the complaint is about the Headteacher).
3. Should this not resolve the situation the parent is encouraged to discuss the issue with the Headteacher, who should the parent aware of the procedure.
4. If still dissatisfied the parent may submit a formal complaint to the Headteacher, or to the Chair of Governors if the complaint is about the Headteacher. This must be done in writing (letter or email) and the parent should make it clear that this is a formal complaint.
5. The Headteacher (or Chair of Governors in the case of a complaint against the Headteacher – the process moves to stage 8) should within 10 working days inform the parent in writing of:
6. The decision that has been reached and the reason for it. b) Any action or proposed action.
7. If the parent is dissatisfied with decision of the Headteacher or has not received a reply within 10 working days they can submit a complaint to the Chair of the Governing Body.
8. The Chair will carry out an investigation into the issue and will respond to the parent within 15 working days.
9. If the parent remains dissatisfied with the response from the Chair they can request a meeting with the complaints committee.
10. This request must be done in writing (email or letter) to the Chair of Governors and should detail the exact nature of the complaint. The Chair must convene a meeting of the Complaints Panel within 15 working days of receiving the letter. The Complaints Panel is made up of 3 governors who have not been part of the process at any earlier

stage.

11. The clerk will notify the parent of the day, date and time of the meeting and their right to attend.
12. A parent may decide not to attend and the panel will meet to consider any written material (including the original letter).
13. The clerk will write to the parent within two working days of the meeting and confirm any decisions taken.
14. Should the parent remain unhappy at the decision of the panel they have the right to appeal to the Secretary of State for Education.

### **Remit of the Panel**

The panel can:

- Dismiss the complaint.
- Uphold the complaint.
- Decide on appropriate action to be taken to resolve the complaint.
- Recommend changes to the school's systems or procedures to ensure that problems of a similar nature do not recur.

### **Remit of the Secretary of State**

The Secretary of State cannot rule on the decision of the governing body unless appropriate legislation has not been followed or statutory duties have not been carried out. However, he or she can rule on procedural matters.

Should at any time the complainant require information in a language other than English or an interpreter to be present at a meeting, the governing body will take reasonable steps to make this provision.

The school is not required to consider complaints that are made more than one year after the incident.

### **Related Policies**

Abusive Parents/Carers/Visitors Policy  
Complaints – GDPR DPA Policy