

# Marine Park First School: Complaints Procedure

At Marine Park First School we're always seeking to improve. If you are dissatisfied with an aspect of service we provide, we would like to hear about it. This leaflet explains how to go about complaining stage by stage. Generally we are able to settle things when concerns are first raised.

## Raising Concerns First

The majority of concerns can be dealt with quickly without the need to follow the formal components of the complaints procedure. Where you have a concern about any aspect of the school or your child's education or wellbeing, raise this with your child's class teacher via the phone or in person. Ideally, they will be able to address your concerns on the spot, or can arrange a meeting with you to discuss the issue.

If you are not satisfied the concern can be dealt with by the class teacher it may be resolved informally by the Headteacher. Your concern will be dealt with confidentially. The staff member may need to take notes and the school's response will be recorded.

There are certain complaints that fall outside the remit of the governing body's complaints procedure. Please see the full complaints policy for further explanation.

## Stage 1- Informal investigation by staff member

Where, as a result of raising a concern, the complainant still feels that the issue has not been addressed, or where the outcome has been that the complaint needs further investigation than can be resolved briefly, they may progress by making an informal complaint. In doing so, the following steps will be followed:

1. The complainant contacts the relevant member of staff or Headteacher in writing providing: an overview of the complaint; who has been involved; why the complaint remains unresolved; action they would like to be taken to put things right.
2. The staff member will respond within 5 school days of having received the written complaint.
3. We will seek to arrange an informal mediation meeting between the two parties to see if a resolution can be come to.
4. The staff member will provide a written confirmation of the outcome of their investigation within 10 school days of having sent confirmation of the intended action.

Where the complainant is not satisfied with the outcome, they are able to progress to stage 2 of the complaints process, and launch a formal written complaint.

## Stage 2 – Formal investigation by Headteacher or Chair of Governors

The complainant may submit a formal complaints form to the Headteacher (or if the complaint is about the Headteacher, then the Chair of Governors). Contact details for the Headteacher and Chair of Governors as well as the form can be found in the full complaints policy.

A written response will be sent within 10 school days of the date of receipt of the complaint. A log of all correspondence in relation to the complaint will be kept. The Headteacher or Chair of Governors will consider all relevant evidence. The Headteacher or Chair of Governors may decide to have a meeting with the complainant (and where relevant, the subject of the complaint) if they feel that it would be appropriate for the investigation.

After considering the available evidence, the Headteacher or Chair of Governors can:  
Uphold, uphold in part or reject the complaint.

The Headteacher or Chair of Governors will inform the complainant of their decision in writing within 15 school days of having issued written acknowledgement of the receipt of the complaint. They will explain why they have come to the decision that they made. They will detail any agreed actions as a result of the complaint. Finally, they will provide the complainant with details of how to progress the complaint to stage three if they are not satisfied.

## Stage 3 – Appeal – Review by a Panel of the Governing Body

If the complainant wishes to appeal a decision at stage 2 of the procedure they can appeal. They must write to the clerk to the Governing Body as soon as possible after receiving notice of the Headteacher or Chair of Governor's decision, briefly outlining the content of the complaint and requesting that a complaints appeal panel is convened. The clerk (or nominated person) will organise the time and date of the appeal hearing, inviting all the attendees, collate and distribute relevant documentation, record the proceedings and circulating these and the outcome of the meeting. The appeal hearing will take place within 25 school days of receipt of the date of the confirmation letter from the clerk to the complainant, confirming the appeal.  
representation with them.

The panel can: Dismiss the complaint in whole, in part or uphold the complaint in whole or in part. All parties who attended the meeting will be informed in writing of the outcome of the appeal within 5 school days including any resolutions or recommendations. This is the final stage at which the school will consider the complaint.

## Stage 4 Formal complaint to the Department for Education

If the complainant feels that the governing board acted 'unreasonably' in the handling of the complaint, they can complain to the Department for Education after the complaints procedure has been exhausted.

Ofsted will also consider complaints about schools.

Please see the contact details at the end of the full complaints policy.