



## Mottram C.E. Primary School

# **Complaints Policy & Procedures**

### **Linked to School Aims**

Mottram Church of England Primary is proud to be a Christian school whose aim is to promote an environment where everyone:

- Feels valued as individuals
- Has high expectations of themselves and each other
- Shows respect for themselves, each other and the world we live in
- Is equipped academically, emotionally, spiritually, physically and socially to succeed now and in future life

### **Objective of Policy**

The school aims to handle complaints fairly and honestly regardless of who makes a complaint. The school treats all members of the community equitably and will not show bias to any particular individual or group.

### **Definition / Rationale**

A complaint is:

*“An expression of dissatisfaction about an action, or lack of action or about a procedure, or a standard of service, within the school”*

### **Procedures**

The school follows the Local Education Authorities Complaints Procedures which are available in detail from the school office. A copy of these can be requested at any time, giving twenty four hours notice.

In brief, all complaints should:

- In the first instance be directed to the class teacher
- If the complainant feels their or his/her complaint has not been resolved it should then be taken to the Head teacher, who will investigate further and then feedback their findings to the complainant
- If the complainant is still dis-satisfied the complaint should then be directed towards the Chair of Governors who will investigate further and then feedback their findings towards the complainant
- If the complainant is still unhappy with this outcome they are then entitled to be heard by the Governing Bodies Complaints Panel
- After this procedure has been followed the complainant then has a right to take their complaint to the Ombudsman.

### **Aggressive or Obsessive Complaints**

Although the school and Governing Body want to deal fairly with complaints and complainants it will ensure that its staff and Leadership Team do not suffer detriment from persons making vexatious complaints. In such cases the Chair of Governors and if necessary the Borough Solicitor will write to vexatious complainants to inform them that their behaviour is considered to be unacceptable.

### **Matters that are Outside the Policy**

The following matters are not included in this policy:

- Complaints that are subject to legal proceedings

### **Conclusion**

In conclusion: Mottram Church of England Primary is a responsive and modern school, and as such welcome's complaints. It aims to handle complaints quickly, effectively and in a fair and honest way.