

Compliments & Complaints Policy

Moston Lane Community Primary School



Updated	September 2025
Reviewed	Annually
Headteacher	Mrs E Hardwick
Date of ratification	
Chair of Governors	

Moston Lane Community Primary School Compliments and Complaints Policy

We believe that our school provides an excellent education for all our children, and that the Headteacher, (Mrs Hardwick) and other staff work very hard to build positive relationships with all members of the school community.

When we do things well in any aspect of school life we welcome your compliments. You can speak to any member of staff and any compliments given will be recorded and passed on to the relevant members of staff.

At Moston Lane, any concerns raised are taken seriously. The majority of issues raised by parents, the community or pupils, are concerns rather than complaints. Moston Lane is committed to taking concerns seriously, at the earliest stage, however, the school does have procedures in place in case there are complaints by parents. The following policy sets out the procedure that parents and the school follow in such cases.

Aims and objectives

Our school aims to be fair, open and honest when dealing with any complaint. We give careful consideration to all complaints and deal with them as swiftly as possible. We aim to resolve any complaint through dialogue and mutual understanding and, in all cases, we put the interests of the child above all other issues. We provide sufficient opportunity for any complaint to be fully discussed, and then resolved.

The complaints process - How to share a concern

(Stage 1)

If a parent is concerned about anything in school, or have a related issue they should, in the first instance, discuss the matter with their child's class teacher as soon as possible. Most matters of concern can be dealt with in this way. All teachers work very hard to ensure that each child is happy at school, and is making good progress; they always want to know if there is a problem, so that they can take action before the problem seriously affects the child's progress.

(Stage 2).

Where a parent feels that a situation has not been resolved through contact with the class teacher, or that their concern is of a sufficiently serious nature, they should make an appointment to discuss it with one of our Behaviour Leads – Mark Walsh or Alison Cullen. The Behaviour Lead considers any such complaint very seriously and investigates each case thoroughly. Most complaints are normally resolved at this stage.

(Stage 3)

Should a parent have a complaint that they wish to take further they can contact our Head Teacher who will arrange for a member of the senior leadership team to investigate. Most concerns will be resolved at this stage.

How to take the matter further

(Stage 4)

Only if an informal complaint fails to resolve the matter should a formal complaint be made to the Governing Body. This complaint must be made in writing, stating the nature of the complaint and how the school has handled it so far. The parent should send this written complaint to the Chair of Governors(Michael Hilton) at the school.

(Stage 5)

If any parent is still not satisfied that the complaint has been dealt with properly, then s/he is entitled to appeal to the Secretary of State for Education.

This policy will be reviewed regularly
