



Gorse Hall Primary School Complaints Procedure

The Gorse Hall Headteacher, staff and Governing Board are committed to ensuring that all children are safe, healthy, and happy and achieve the highest level of education attainment.

We strongly believe in working in partnership and maintaining strong links with parents/guardians.

Our commitment and partnership working is embedded within many of our policies and the school ethos.

If at any point you need to raise an issue that relates to education or any other aspect of school life, you should discuss this initially with the class teacher who will try to resolve the issue.

If, following a meeting with the class teacher you are still concerned, the matter will need to be referred to the key stage phase leader. If the key stage phase leader is unable to resolve the issue, the procedure for dealing with a formal complaint in school is as follows:

1. Contact the school office and request a meeting with the Headteacher. Please provide details of the complaint and the names of the staff that that you have already spoken to. This will allow the Headteacher to prepare for the meeting.
2. If, following a meeting with the Headteacher you are still concerned, please write to the Chair of Governors and provide details of the complaint and the meetings that have taken place. The Chair of Governors will contact you to arrange a meeting to discuss your concerns and will agree on the next steps or any appropriate action to be taken. A report of the meeting will be sent to you and a copy forwarded to the Headteacher. If requested, a follow up meeting with the Chair of Governors can be arranged.
3. If you are still not satisfied and do not feel that the complaint has been dealt with in a satisfactory manner then you can request (in writing via the Chair of Governors) that that the Governors Complaints Sub-Committee is convened to meet with you.
4. The Governors Complaints Sub-Committee will consist of three Governors. The Vice Chair of Governors will be a member of the Sub-Committee and will Chair the meeting. A written report will be sent to you and a copy forwarded to the Headteacher and Chair of Governors. This is the final step of the Gorse Hall complaints procedure.
5. If, following steps 1-5 above, you are still not satisfied, you are advised to contact the Education Office at TMBC on 0161 342 8355.

Reviewed and reapproved July 2021