



# Moorland School

## COMPLAINTS POLICY

This Policy includes EYFS,  
the Junior School; Senior School; Sixth Form, including Boarders

### Complaints Procedure for Moorland School and Nursery

Moorland School and Nursery ('the School') are very proud of the quality of the teaching and the pastoral care provided to our pupils. However, if parents are unhappy and have a complaint, they can expect it to be treated by the School in accordance with the following procedure.

[This policy does not apply to prospective parents or parents of past pupils *unless* the initial complaint was raised when the pupil was still a registered pupil of the School.]

This policy is available on the school's website. This policy can be made available in larger print or more accessible format if required.

*'All concerns and complaints are taken extremely seriously by the school as we endeavour to ensure that children and parents are kept happy and confident in their school and subject choices. The school like organisations is not perfect, and as such we will make unintentional errors, but we will tirelessly strive to rectify any and all concerns, in a bid to meet parental expectations.'* Mr Jonathan Harrison, (Executive Headteacher)

### Stage 1 – Informal Complaint

All Complaints will be treated by the school as being Informal unless being advised differently by the person/s making the complaint. The school may advise or suggest that the complaint should be escalated to a Stage 2 formal complaint depending upon the seriousness of the allegation; concern or complaint. Please note that Informal Complaints and discussions are not usually formally recorded in writing, however parents can formally request these to be minuted.

If parents have a complaint they should normally contact the Director of Studies, Jane Thornton ([jthornton@moorlandschool.co.uk](mailto:jthornton@moorlandschool.co.uk)), or Headteacher ([dfrost@moorlandschool.co.uk](mailto:dfrost@moorlandschool.co.uk)) so that they can appropriately direct the concern or complaint to the person responsible.

Serious concerns, or staff complaints are normally handled by the Headteacher, Mrs Deborah Frost, or Assistant Headteacher (EYFS & Junior School), Mrs Harrison.

In the case of the Nursery, (EYFS), all concerns should be made in the first instance to the Nursery Manager or to Mrs Lou Harrison, Assistant Headteacher (EYFS & Junior School).

### **Response Times:**

You should usually expect to receive an immediate response within 24 hours or as soon as reasonably practicable, but always within 14 working days, as school holidays, and other operational demands can on occasions delay responses.

Please note that if you remain unhappy with the outcome of your Informal Complaint then you can elect to raise a **Formal Stage 2 Complaint**.

## Formal Stage 2 Complaint.

Should the complaint remain unresolved on an informal basis, then the parents should place their complaint formally in writing to the Headteacher. Parents should give details of their complaint, such as dates and times of events and any relevant documents so that the complaint can be properly investigated. Parents should also indicate what they envisage as the desired outcome. The Headteacher will decide, after considering the complaint, the appropriate course of action to take.

\* Where the complaint concerns the Headteacher, the complaint will be directed to Mr Robin Bower, **Appeals Panel** at [advisoryboard@moorlandschool.co.uk](mailto:advisoryboard@moorlandschool.co.uk). Mr Bower will then advise you as to whom has been appointed to the Appeals Panel to hear your complaint, and at this point your complaint would have automatically moved to a **Stage 3 Complaint**, please read this section for further guidance.

Please note that you must inform the school that this is to be treated as a **Stage 2 Complaint**, and all meetings will be formally documented from this point forward.

Parents and carers should still normally contact the Headteacher, Mrs Deborah Frost, (01200 423833) and, or [dfrost@moorlandschool.co.uk](mailto:dfrost@moorlandschool.co.uk), so that she can appropriately direct the concern or complaint to the correct Line Manager or personal responsible.

However, you may elect for Mr Jonathan Harrison, Executive Headteacher, to deal with your concern or complaint from the outset, as this may be extremely confidential, upsetting or serious. Mr Harrison is happy to supply you with his personal mobile phone number, which is +44 (0) 7809 308 491, and his email address is [jharrison@moorlandschool.co.uk](mailto:jharrison@moorlandschool.co.uk).

In the case of Moorland School Nursery, (EYFS), then please escalate your concerns, to Mrs Harrison, Assistant Headteacher (EYFS & Junior School), as she oversees the entire EYFS Operation for the school. [lharrison@moorlandschool.co.uk](mailto:lharrison@moorlandschool.co.uk).

**Important:** Please note that if your concerns are regards to Safeguarding then you should raise these concerns to or school's appointed DSL, Mrs Deborah Frost, email: [dfrost@moorlandschool.co.uk](mailto:dfrost@moorlandschool.co.uk).

### ***Response Times:***

Once the Headteacher is satisfied that, so far as is practicable, all of the relevant facts have been established, a decision will be made and parents will be informed of this decision (together with reasons) in writing as soon as reasonably practicable but normally within 20 working days of receipt of the written complaint. Only in exceptional circumstances or with complex cases will this take longer and parents will be informed of the likely timeframe for a response should this fall outside of the suggested 20 days.

Please note that if parents / carers should remain unhappy with the outcome of the **Formal Stage 2 Complaint** then they should continue to keep open channels of communication with the Headteacher or Assistant Principal (as appropriate). Parents may elect to proceed to a **Formal Stage 3 Complaint**, should they remain dissatisfied with the decision under the **Stage Complaint 2**.

## Formal Stage 3 Complaint.

Should parents wish to invoke a **Stage 3 Complaint**, (following a failure to reach an earlier resolution), they will be referred to Mr Robin Bower, who will appoint an **Appeals Panel** of at least 3 people, one of which who will be entirely independent from the running of the school.

Parents and carers should provide the full details of the complaint, enclosing all relevant supporting documentation, and formally outline the following:

1. Remaining concerns, complaints, as to why they remain dissatisfied.
2. Clearly specify what outcome they are seeking.

Please address your complaint to Mr Robin Bower, **Appeals Panel** at [advisoryboard@moorlandschool.co.uk](mailto:advisoryboard@moorlandschool.co.uk). Mr Bower will then advise you as to whom has been appointed to the Appeals Panel to hear your complaint, and this will include direct references to the independence of Panel Member/s. Parents may attend the discussion, and may be accompanied at this meeting if they so wish. The Board will independently assess and investigate your complaint, and will formally report back to you their findings and or decision.

### ***Response Times:***

Once the Executive Headteacher or **Appeals Panel** is satisfied that, so far as is practicable, all of the relevant facts have been established, a decision will be made and parents will be informed of this decision (together with reasons) in writing as soon as reasonably practicable but normally within 20 working days of receipt of the written complaint. Only in exceptional circumstances or with complex cases will this take longer and parents will be informed of the likely timeframe for a response should this fall outside of the suggested 20 days.

The panel will ensure that those findings and recommendations are sent by electronic mail or otherwise given to the complainant and, where relevant, the person complained about. Furthermore, they will be available for inspection on the school premises by the proprietor and the head teacher.

The school undertakes to investigate written complaints relating to their fulfilment of the EYFS requirements & notify complainants of the outcome of the investigation within 28 days of having received the complaint.

**Please note:** Should a parent, carer hold any safeguarding concerns in regards to the Headteacher; Assistant or Executive Headteacher then they have a regulatory responsibility and obligation to 'whistle blow' by reporting these concerns to LADO, telephone (01772) 536288, web address: [www.lancashiresafeguarding.org.uk/about-us/contact-us.aspx](http://www.lancashiresafeguarding.org.uk/about-us/contact-us.aspx).

The LADO (Local Authority Designated Officer) must be contacted within one working day in respect of all cases in which it is alleged that a person who works with children has:

1. behaved in a way that has harmed, or may have harmed a child;
2. possibly committed a criminal offence against or related to a child; or behaved towards a child or children in a way that indicates they may pose a risk of harm to children.

**If parents are dissatisfied with the procedure at any point of the investigation or feel that intervention at a higher level is appropriate, parents may lodge a complaint to external agencies as follows:**

Parents may lodge a complaint with Ofsted (<http://www.ofsted.gov.uk/contact-us> - [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk), Telephone: 0300 1234 234).

Ofsted ask complaints to be registered through their contact form on their website – that is <http://live.ofsted.gov.uk/onlinecomplaints/> or email them at [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk).

Parents may also lodge a complaint with the Imperial Society of Teachers of Dance, Customer Services and Quality Assurance Department. Telephone: +44 (0) 20 7377 1577.

## Records

The School keeps a written record of all formal complaints including the date, the circumstances of the complaint, the action taken by the School as a result of the complaint and whether these concerns were resolved at the preliminary stage, following a formal procedure or whether they proceeded to a panel hearing. The School's written record of complaints will also identify those complaints relating to boarding provision, and the action taken by the School as a result of those complaints (regardless of whether or not they are upheld). One formal complaints were received during the 2022-2023 academic year.

All correspondence, statements and records relating to individual complaints will be kept confidential except where the Secretary of State or a body conducting an inspection under section 108 or 109 of the 2008 Act requests access to them.

All records of complaints will be retained by the School in accordance with the School's obligations under the Data Protection Act. A written record of complaints brought by an EYFS parent will be kept for at least three years.

*Reviewed and updated by Mrs Deborah Frost, September 2023*