



## COMPLAINTS PROCEDURE

Prepared January 2019  
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AMAT Executive Headteacher

Presented to  
AMAT Trustees Standards Committee  
on March 20<sup>th</sup> 2019  
and subsequently approved and adopted on same  
date.

*(also presented for information to the full Governing Body of  
Alsager School on 13<sup>th</sup> March 2019 and WVPS full Governing  
Body on 1<sup>st</sup> March 2019).*

Chair of AMAT Standards Committee:  
Mr Peter Cox

Signature: \_\_\_\_\_

A handwritten signature in blue ink, appearing to be 'Peter Cox', written over a horizontal line.

To be reviewed in the light of operation experience  
and/or changes in legislation.

## Complaints Procedure

From time to time parents/carers may be unhappy about the way their child has been treated at a school within AMAT. When this is the case parent/carers should communicate

1. **STAGE 1** - directly with the teacher

Usually, it will be helpful to talk with the teacher concerned and parents/carers could give a telephone number and time for the teacher to call. (Please ask your son/daughter for the times of breaks or lunch or suggest a time after school for the teacher to call you.)

2. **STAGE 2** - If the matter cannot be resolved in this way (with the teacher) or if the parent/carer feels the matter is so serious that the **first contact should be with a more senior member of staff, ie a Key Stage or Pastoral Lead, subject or senior leader.**

If this fails to resolve the matter, parents/carers should

3. **STAGE 3** - put their complaint in writing to the Headteacher/Head of School and then telephone the school and ask for an appointment with the Headteacher/Head of School

In the event that the Headteacher/Head of School cannot resolve the problem, parents should

4. **STAGE 4 - write to the Chair of Governors, c/o the school.** The Chair will then arrange to meet with the parents/carers  
*if the meeting with the Chair of Governors does not resolve the matter parents/carers should then*

5. **Stage 5** - the complainant has the right to **appeal to an Independent Complaints Panel** set up by AMAT.

This panel will comprise of at **least three people not directly involved in the matters detailed in the complaint, one of which is independent of the management and running of the school or trust.** The complainant shall be allowed to attend the panel and be accompanied if they so wish.

**Contact and correspondence with this Independent Complaints Panel can be made in writing.**

Please address all correspondence to: AMAT, Independent Complaints Panel, c/o Clerk to AMAT, Alsager School, Hassall Road, Cheshire, ST7 2HR. The panel will be convened **within 4 weeks** of receipt of the complainants' correspondence advising that they wish for the Independent Complaints Panel to meet to discuss their complaint.

**In summary the complaints procedure is:**

1. Contact with teacher
2. Contact senior member of staff ie, Key Stage lead, Pastoral Lead, Subject or Senior Leader
3. Letter to and appointment with Headteacher/Head of School
4. Letter to and appointment with the Chair/Vice Chair of Governing Body
5. Write to the Independent Complaints Panel c/o AMAT

**Step 5 is the end of the procedure.**

**This procedure works alongside the Vexatious or Persistent Complainants Policy.**

