



**COMPLAINTS PROCEDURE**

**Prepared November 2019  
by Richard Middlebrook  
AMAT Executive Headteacher**

**Presented to  
AMAT Trustees Standards Committee  
on March 18<sup>th</sup> 2020 and subsequently approved and  
adopted on the same date**

*(presented for information  
to the full Governing Body of Alsager School on 11<sup>th</sup> March 2020  
and  
to the full Governing Body of WVPS on 2<sup>nd</sup> March 2020).*

**Chair of AMAT Standards Committee:  
Mr Peter Cox  
Signature:**

A handwritten signature in blue ink, appearing to be 'Peter Cox', written over a light blue rectangular background.

**Date: 18 March 2020**

## 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 in the stages outlined below.

Throughout your complaint you can expect to be treated with courtesy, respect and fairness at all times. We expect that you will also treat school staff dealing with your complaint with the same courtesy, respect and fairness. We will aim to respond to a complaint and each stage of the procedure within 10 working days.

Complaint details, outcomes and actions taken are recorded by AMAT and used for service improvement. We will handle your information so that it is processed and retained appropriately and legally, in line with data protection legislation.

1. **STAGE 1** - directly with the member of staff  
Usually, it will be helpful to talk with the member of staff concerned and parents/carers could give a telephone number and time for the member of staff to call. (Please ask your son/daughter for the times of breaks or lunch or suggest a time after school for the member of staff to call you).
2. **STAGE 2** - If the matter cannot be resolved in this way (with the member of staff) 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** – if the matter has not been resolved at stage 2, parent/carers should put their complaint in writing within 10 working days of the stage 2 meeting 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** – put their complaint in writing within 10 working days of the stage 3 meeting to the Executive Headteacher and then email the Clerk to AMAT requesting an appointment with the Executive Headteacher. They can be contacted at the following email address [clerk@AlsagerMAT.org](mailto:clerk@AlsagerMAT.org)  
In the event that the Executive Headteacher cannot resolve the problem, parents should
5. **STAGE 5** - write to the Chair of Governors, c/o the school concerned. 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*

6. **STAGE 6** - 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.

The panel's decision is final.

The findings and any recommendations of the panel will be put in writing and shared with both parties within 5 working days of the panel hearing.

**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 the relevant member of staff - informal
2. Contact senior member of staff ie, Key Stage lead, Pastoral Lead, Subject or Senior Leader – informal
3. Letter to and appointment with Headteacher/Head of School – formal
4. Letter to and appointment with Executive Headteacher – formal
5. Letter to and appointment with the Chair/Vice Chair of Governing Body – formal
6. Write to the Independent Complaints Panel c/o AMAT - appeal

**Step 6 is the end of the procedure.**

If your complaint is about the Headteacher/Head of School, please go straight to stage 4.

If your complaint is about the Executive Headteacher please put it in writing and contact the Clerk to AMAT, at [clerk@AlsagerMAT.org](mailto:clerk@AlsagerMAT.org) who will arrange a meeting with the Chair of AMAT.

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