

Complaints Procedure 2024-25

Working Together to Improve our School

Every day staff work hard to provide the best education for all children. We aim to do this in an open and collaborative way, working closely with parents and carers. We want the best for your child and know that this is what you want too. This Complaints Procedure outlines what you can do if you feel we are getting it wrong. A first step should always be to resolve any issues through conversation; in the vast majority of cases, this will happily resolve any concerns.

Moston Fields Primary School

Brookside Road, Manchester M40 9GJ

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Acting Head Teacher: Mr S. Shankland

Key points

1. At Moston Fields we are committed to providing a valuable learning environment to our pupils and so will treat all concerns and complaints seriously so that we may develop and improve. We will work with you in an open and honest way and always seek to resolve any issue.
2. All concerns or complaints should be raised as close in time as possible to the incident prompting the concern or complaint.
3. We will work hard to address all complaints promptly and satisfactorily, depending on the issues raised. Where possible, this should be done in person, face to face or over the phone. This will often lead to the best outcome. If this is not possible, or appropriate, then a complaint should be put into writing.
4. Please follow the stages detailed in this Procedure to help avoid confusion or conflict.
5. Please be assured that complaints will be treated in a confidential manner insofar as possible e.g. an investigation may require input from another source. We will seek to keep open communication with you as much as we can.



Moston Fields Primary School: Complaints Procedure



1) Contact the Class Teacher

In most circumstances, the class teacher is best placed to resolve any concerns or queries. All staff can be contacted through Class Dojo or by emailing: teachercontact@mostonfields.manchester.sch.uk

Early Years Leader – Karen Greenwood
Lower School (Y1-3) Leader – Amy Cooke
Upper School (Y4-6) Leader – Olivia Considine
SENDCo – Rachel Riley

Issue Resolved

2) Contact the Phase Leader or SENDCo

If, after speaking with the class teacher, you feel your issue has not been resolved, then contact your child's Phase Leader (or SENDCo if it relates to a Special Educational Need)

Issue Resolved

3) Deputy Head Teacher

If you or the Phase Leader/SENDCo feel that the issue is still unresolved it will be progressed to the Deputy Head Teacher

Issue Resolved

5) Complaints Appeal Panel

If, after the Head Teacher has made their decision, you are dissatisfied with that decision, you can notify the Head Teacher or Chair of Governors – in writing – and your complaint will be progressed to a Complaints Appeal Panel.

Full details of this stage, and all other stages, can be found in the school's Complaints Procedure document – available on the school's website or upon request at the main office.

4) Head Teacher

If the matter remains unresolved, it will progress to the Head Teacher who will ensure all facts have been established and make a final decision